

Live healthy!

BCBSAZ Health Choice
Member News Summer 2024



Back-to-School Reminder for AHCCCS or KidsCare Members

Earn a \$25 gift card

Child and adolescent well visits are necessary to track your child's growth and development. Take a moment during summer break to be sure your child is up to date on their well-care visits and vaccines needed for the next school year.

The child and adolescent well visits are at no cost to you, and you can earn a \$25 gift card for completing the visit!

Next steps:

Complete your child's well visit to get your reward.

BCBSAZ Health Choice Members:

- 1 Schedule an appointment with your child's provider for a well-child visit.
- 2 Once complete, you can email us at HCHComments@azblue.com or call us at **1-800-322-8670, TTY: 711.**
- 3 Have the following information about your visit on hand:
 - Date of the visit
 - Provider/clinic name

Do you need help making an appointment?

If you need help making your healthcare appointment, let us know! Health Choice Member Services can be reached toll-free at **1-800-322-8670, TTY: 711**, Monday through Friday, 8 a.m. – 5 p.m.

What is a formulary? What you need to know about covered drugs.

A formulary is a list of covered drugs. If a drug is not on the list, we must approve it before we can pay the drug store. For a current list of covered drugs, please visit our website at healthchoiceaz.com/members/prescription-drugs/.

You can also call us to ask if a drug is covered. If there is a drug not on our formulary, you can request the drug be reviewed for an exception based on medical need. If you would like to request an exception, please contact your provider or call us. If your pharmacist cannot fill the prescription because it is not covered, they can call your provider or BCBSAZ Health Choice for help. We have a 24-hour helpline for pharmacists. In emergency situations, we will allow you to have a short-term supply of medicine while we review your drugs.

Our formulary is subject to change. View the most up-to-date list at healthchoiceaz.com/members/prescription-drugs/ or call BCBSAZ Health Choice Member Services.

Information about BCBSAZ Health Choice Pathway Formulary

BCBSAZ Health Choice Pathway (HMO D-SNP) is the plan for members who are enrolled in Medicare and Medicaid (also known as dual-eligibles).

BCBSAZ Health Choice Pathway updates its Formulary on an annual basis.

For any questions, please contact BCBSAZ Health Choice Pathway Member Services at **1-800-656-8991** or, for TTY users, **711**, 8 a.m. – 8 p.m., 7 days a week, or visit HealthChoicePathway.com.

Important reminders about BCBSAZ Health Choice Pathway coverage:

- **Vaccines** – Our plan covers most Part D vaccines at no cost to you even if you haven't paid your deductible. Call Member Services for more information.
- **Insulin** – You will not pay more than \$35 for a one-month supply of each insulin product covered by our plan, no matter what cost-sharing tier it is on, even if you have not paid your deductible.

Thank you for choosing BCBSAZ Health Choice as your AHCCCS health plan.

We are here to assist you.

For questions about your coverage, please call BCBSAZ Health Choice Member Services at **1-800-322-8670**, **TTY: 711**, 8 a.m. – 5 p.m., Monday through Friday.

For questions about eligibility or renewals, call our BCBSAZ Health Choice Community assistants Monday through Friday, 8 a.m. to 5 p.m. at **1-844-390-8935**.

Referrals to Specialists and Other Doctors

Your Primary Care Provider (PCP) is the “gatekeeper” for all services you receive. This means your PCP will help you get the medical care and services you need. The PCP will evaluate you during your visit and determine if you need to see a specialist or have tests performed.

Some medical services or specialists need prior approval by BCBSAZ Health Choice. If Prior Authorization (PA) is needed, your PCP must make the request.

This could include services provided at hospitals or lab work. Your PCP’s office will let you know if your request is approved.

If your PCP’s request is denied, BCBSAZ Health Choice will let you know by mail. If you have a question about the denial or would like to file an appeal, you can call Member Services to assist. Visit [Grievances and Appeals - BCBSAZ Health Choice \(healthchoiceaz.com\)](https://www.healthchoiceaz.com) to learn more about your rights to file a grievance or appeal.

Referrals are not needed for:

- Dental services
- OB/GYN covered services
- Behavioral health services

Female members, or members assigned female at birth, have direct access to preventive and well-care services from a maternity provider within BCBSAZ Health Choice’s network without a referral from a primary care provider.



Language Services

BCBSAZ Health Choice offers options for language services at no cost to members.

Language services include:

- **Interpretation** – taking language spoken in English and changing it to another language.
- **Translation** – taking information written in English and changing it to another language or format.
- Services for the blind/visually impaired and deaf/hard of hearing. American Sign Language (ASL) and other services or aids available if requested.

If you have an appointment with BCBSAZ Health Choice staff, call Member Services to let them know the type of language services you need at that appointment. If you have an appointment with your provider and need language services, call your provider’s office at least four days in advance so they can arrange what you need.

Gift Cards for Going to Your Provider – Get Ready for Back to School and Be Rewarded.

We want to remind our members about the BCBSAZ Health Choice Healthy Rewards program.

We offer gift cards to members for completing screenings for themselves, their children, and teens to be sure everyone is in tip-top shape. This is a great way to also prepare for the upcoming school year and required vaccines!

Check out all the easy ways you can be rewarded, just for keeping you and your family healthy.

Babies, children, and teens:

As a parent or guardian who takes time to schedule Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) visits, you can keep your little ones healthy and add a little to your wallet for helping your kiddos stay well.

- Well-child visits – up to \$150 yearly
 - \$25 per visit up to six visits during 0-15 months of age
 - \$25 for one visit during 16-30 months of age
- Child and Adolescent Well-Care, 3 to 21 – \$25 annually
- Trip to the dentist for children 2 to 21 – \$25 once per year

Pregnant and postpartum members:

- **Prenatal visit** – \$25 gift card for attending your prenatal visit during your first trimester or within 42 days of becoming newly enrolled with BCBSAZ Health Choice
- **Postpartum** – \$25 gift card for attending your postpartum visit 7- 84 days after delivery

Additional activities and screenings:

- Breast Cancer Screening, ages 40 to 74, annually as long as the last screening occurred within the last two years – \$50
 - We make it easy to get mammograms. Be sure to check out our mammogram screening events:
 - **Breast Cancer - BCBSAZ Health Choice (healthchoiceaz.com)**
- Completion of Health Appraisal ages 3 to 17 – \$25 annually

To learn more about program guidelines and how to earn rewards, visit [HealthChoiceAZ.com/HealthyRewardsProgram](https://www.healthchoiceaz.com/HealthyRewardsProgram).



Have Questions? Find Answers in Your Member Handbook.

Did you know you can find the following information and much more in your Member Handbook [healthchoiceaz.com/members/member-handbooks](https://www.healthchoiceaz.com/members/member-handbooks) and our website at [healthchoiceaz.com](https://www.healthchoiceaz.com)?

- Your Rights and Responsibilities (including Privacy and Confidentiality Rights)
- How to find a Specialist
- Interpreter Services; and availability of materials in alternate formats
- Quality Improvement Programs and Utilization of Services
- How to File a Grievance or Appeal an Adverse Decision
- Advance Directives (End-of-Life Decisions)

The member handbooks are updated every October.

Quality Management Program: Making Sure You Get What You Need

BCBSAZ Health Choice has a Quality Improvement (QI) program. The goal of the program is to keep you healthy and coordinate services you need. This is why we provide information on checkups and screenings. It is important to schedule preventive screenings and go to annual exams.

We aim to provide high-quality providers. We screen Network Providers carefully before they can see our members. We check license and background information.

Please let us know if we can assist on how to talk with your Provider about your health, medications, and needs.

More information about our performance can be found on our website at www.healthchoiceaz.com/members/quality-performance-measures/.



Important Dental Reminders

Did you know more than half of Arizona's kindergarten children have experienced tooth decay?

Tooth decay is a disease that is caused by germs in the mouth and can cause your child problems. The good news is cavities are preventable, and you can start now by following these tips to keep your child's mouth healthy:

- Start cleaning your child's teeth as soon as they come in.
- After each feeding, wipe your baby's gums with clean, damp gauze or a washcloth.
- Never let your baby fall asleep with a sweet liquid bottle, like milk, formula, fruit juice, or soda.
- You can pass germs from your mouth to your child. Do not share food, spoons, forks, cups, straws, toothbrushes, or pacifiers.
- Help your child develop a routine (every morning and night) to get them in the habit of brushing twice a day and flossing once a day.
- Show your child how to properly brush using fluoride toothpaste and floss their teeth. Supervise your child's daily oral care as most children won't be ready to brush or floss their own teeth until about 7 or 8 years old.
- Give your child healthy, low-sugar food and drinks.
- Ask your dentist to show you and your child the right way to brush and floss.
- Talk to your dentist or doctor about putting fluoride varnish on your child's teeth as soon as the first tooth appears. It can be applied to teeth to make them stronger.
- Ask your child's dentist to apply dental sealants, when appropriate. Dental sealants are tooth-colored plastic coatings, usually painted on the chewing surface of back teeth to fill the deep grooves. Sealants keep out food and germs that cause cavities.



Remember, your child should visit their dentist for a checkup by six months of age, then every six months. Your child is assigned a dentist you can turn to for all your child's dental needs. If you don't know who your child's dentist is or want to change to another dentist, please call BCBSAZ Health Choice Member Services at **1-800-322-8670**.

Ask Your Provider about Fluoride Varnish

Did you know fluoride varnish should be applied on your child's teeth at least twice a year to keep teeth healthy?

Think of fluoride varnish as a vitamin for your child's teeth. Fluoride varnish is a protective topical fluoride that is easily painted on all parts of the teeth with a small brush to prevent cavities from happening or stop them from getting worse. Fluoride varnish is safe and will not harm your child.

A Primary Care Provider (PCP) or dentist can apply fluoride varnish. PCPs may recommend a fluoride treatment during your child's well visit. PCPs can apply fluoride as often as every three months between the ages of 6 months up to 5 years of age, after the first tooth has sprouted. Additionally, your child can receive one fluoride treatment every six months starting at age 12 months and up to 21 years at their dentist.

We encourage parents and guardians to request the application of fluoride varnish at their child's next dental or well-child visit ... it can't and won't hurt!



Tips for Self-Managing Prediabetes

If your provider says you have entered the danger zone and have prediabetes, you can take control and reverse course. Prediabetes means your blood sugar levels are higher than normal, but they are not yet high enough to be type 2 diabetes. The Centers for Disease Control and Prevention offers many resources and information: [Prediabetes – Your Chance to Prevent Type 2 Diabetes | Diabetes | CDC](#).

Below is a summary of risk factors and ways to keep healthy.

Risk factors for prediabetes include:

- Being 45 years or older
- Being overweight
- Having a close relative with type 2 diabetes
- Being physically active fewer than three times a week
- Having a history of gestational diabetes

Prediabetes can often be reversed, and blood sugar levels returned to a normal range, with simple lifestyle changes.

Manage your weight

Losing a small amount of weight can help reduce your risk of diabetes. The Centers for Disease Control and Prevention (CDC) recommends losing 5 to 7% of your body weight, which is 10 to 14 pounds for a 200-pound person.

Get active

Regular exercise can help you lose weight and regulate blood sugar levels. The CDC recommends getting at least 150 minutes of physical activity a week. That's 30 minutes a day, five days a week. Remember to check with your provider first before starting any exercise program.

Eat a healthy diet

Take small steps by trying these ideas:

- Forget frying. Try roasting, broiling, grilling, steaming, and baking instead.
- Cut out drinks with added sugar, like soda and fruit juice.
- Keep a food diary to keep track of what you're really eating. It can be eye-opening.
- Take some time to plan meals each week. See where you can swap in healthier options, like brown rice in place of white rice or a quick salad instead of a fast-food meal.
- Focus on produce, whole grains, and lean protein, like chicken and fish.

Family Planning Services

Family planning services are available to you.

BCBSAZ Health Choice wants you to know that family planning services are available at no cost to you, regardless of your gender. Family planning services include information, testing, counseling, and treatment about birth control options and sexually transmitted infections (STIs). These services can help you plan when you want to have a baby or to prevent pregnancy.

You can get family planning services from any primary care provider (PCP), maternity provider, or appropriate family planning provider. You do not need a referral for these services. There are no copayments for these services.

What Is Birth Control?

Birth control means keeping the egg and the sperm from meeting or preventing the fertilized egg from attaching to the lining of the uterus. Some birth control methods are better than others.

Who Should Use Birth Control?

You should use birth control if you have sex or plan to

have sex and you want to prevent pregnancy. Your PCP will help you decide what the best birth control method is for you.

Family planning services include, but are not limited to:

- Pregnancy screening
- Birth control counseling, education, and supplies
- Natural family planning
- Birth control pills
- Condoms
- Suppositories
- Foams
- Creams
- Birth control patches
- Diaphragms
- Cervical caps
- Hormone shots (Depo-Provera)
- Sterilization, regardless of gender, which includes tubal ligation or vasectomy for members age 21 years and older. Medicaid does not pay for reverse sterilization. Prior authorization from BCBSAZ Health Choice is required
- Counseling, testing, and treatment for STIs
- HIV testing, counseling, and referral to specialty provider for positive results

- Emergency contraceptive pill (morning-after pill). This pill is taken after unplanned sex to prevent pregnancy
- Hysteroscopic tubal sterilizations for members 21 years of age and older. Hysteroscopic tubal sterilizations are not immediately effective upon insertion of the sterilization device. It is expected the procedure will be an effective sterilization procedure three months following insertion. Therefore, members need to continue another form of birth control for the first three months following insertion. OB/GYN providers need to obtain a hysterosalpingogram three months after the insertion of the sterilization device to confirm that the tubes are occluded
- Associated medical and laboratory examinations and radiological procedures, including ultrasound studies related to family planning
- Treatment of complications resulting from contraceptive use, including emergency treatment

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BCBSAZ Health Choice also covers Long-Acting Reversible Contraceptives (LARC), and Immediate Postpartum Long-Acting Reversible Contraceptives (IPLARC).

LARC and IPLARC are methods for family planning that provide effective contraception for an extended period of time. This type of birth control has little or no maintenance. LARC and IPLARC are a covered benefit. LARC and IPLARC methods include:

- Intrauterine devices (IUD)
- Birth control implants (underneath the skin)

Remember! In order to reduce the risk of STIs for both you and your partner, please use a condom correctly every time you have sex.

Protecting You and Your Baby from HIV (Human Immunodeficiency Virus)

The best way to keep an unborn baby safe from HIV is to be sure mom is tested. The Centers for Disease Control and Prevention (CDC) says the earlier HIV is diagnosed and treated, the better for you and your baby.

Blood will be drawn during your first prenatal visit to test for HIV. If your HIV test is positive, your OB provider will send you to a specialist to treat your HIV infection. You will also be provided with counseling.

Although there is no cure for HIV, there is treatment that can help reduce the risk of passing HIV to your baby during pregnancy and birth.

HIV attacks the body's immune system. Once HIV is in your blood, it controls and kills CD4 cells (also called T cells). These cells help your immune system fight disease. If you have HIV, you're HIV-positive.

HIV is spread through infected body fluids, like blood, semen, and breast milk. Do not share things such as razors, toothbrushes, and needles as they contain blood.

Treatment: HIV is treated with a combination of medicines called antiretrovirals (also called ART). ART can help reduce the amount of HIV in your body (also called viral load) and keep your immune system stronger. Taking ART the right way every day can keep your viral load low and help reduce the risk of passing HIV to your baby during pregnancy and delivery.

Will HIV affect my baby?

Talk to your maternity provider before delivery.

- If your viral load remains undetectable, it may be possible to have a vaginal delivery.
- If you have high or unknown levels of HIV in your body, a C-section can help reduce the chances of passing it to your baby.

Visit: [HIV and Pregnancy to learn more.](#)

Reminder about Narcan — Available at No Cost

Statistics show more than five people die every day from opioid overdoses in our state.

Naloxone (also known as Narcan) is a medication used to counter the effects of opioid overdose. Once given, Narcan reverses the effects of an overdose by allowing the person to breathe normally again.

BCBSAZ Health Choice members can get Narcan at no cost.

Narcan is available at all Arizona pharmacies.

Experts say even people who do not use drugs or opioids should have Narcan on hand. You never know when you will encounter someone in need. They also say parents with teenagers should keep Narcan on hand.



Connecting teens to the right help at the right time

Teens today face enormous pressure from school, peers, social media, and world issues. BCBSAZ Health Choice is teaming up with Pyx Health to support them in a positive, new way. Built for and tested by teens, the program helps them connect to support for loneliness, isolation, and depression.

Pyx Health's mobile app and trained staff provide relatable, positive support. They help teens manage the stress of things like school, relationships, and social media.

The app gives 24/7 access to...

- Resources like LGBTQIA+ support, life skills, and more
- Services like counseling and crisis lines
- Activities for bullying, self-image, emotions, and more
- Structured activities that offer humor and support

Pyx Health's certified staff provide private and confidential help to find care quickly and easily. You can feel confident knowing they'll get safe access to the care that meets their needs. This service is provided by BCBSAZ Health Choice to members ages 13 to 17 at no cost to you and your family.

Life can be hard, especially the teenage years. Talk to your teen about Pyx Health. Because everyone could use extra support. To get started visit healthchoiceaz.com/pyxhealth/ or call **1-855-499-4777, TTY: 711.**

Important Phone Numbers:

BCBSAZ Health Choice

Member Services:

1-800-322-8670, TTY: 711,

Monday – Friday (except holidays),
8 a.m. – 5 p.m.

BCBSAZ Health Choice

Nurse Advice Line:

1-888-267-9037, available 24 hours
a day, seven days a week

BCBSAZ Health Choice

Transportation to medical appointments:

602-386-3447

Please call 72 hours or
three days before your
appointment to schedule
a ride. The transportation
line is available 24 hours
a day, seven days a week.



24-HOUR SUICIDE AND CRISIS HOTLINES:

988 Suicide & Crisis Lifeline:

988

To start a chat: 988lifeline.org/chat/

24/7 Arizona Statewide Crisis Hotline:

1-844-534-HOPE

Text the word **HOPE** to **4HOPE (44673)**

or start a chat at: crisis.solari-inc.org/start-a-chat/

National Substance Use and Disorder Issues Referral and Treatment Hotline:

1-800-662-4357

Veterans Crisis Line:

1-800-273-8255 Call or text **9-8-8, press 1.**

Be Connected for veteran specific resources (**1-866-4AZ-VETS** or **1-866-429-8387**).

If you or a loved one are having a medical
emergency, call **911**.

BCBSAZ Health Choice complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call **1-800-322-8670, TTY: 711**.

Español (Spanish): **ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-322-8670, TTY: 711**.

Diné Bizaad [NavajoÓ: Díí baa akó nínízin: Díí saad bee yánífti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiiik'eh, éí ná hóló, kojji' hódíílnih **1-800-322-8670, TTY: 711**.

All health information is for educational purposes only, and is not a substitute for medical treatment, advice, or diagnosis by a healthcare professional. Talk to your doctor before undertaking any medical treatment, exercise program, or dietary change.