

Member Advocacy Committee

**Welcome BCBSAZ Health
Choice Arizona and BCBSAZ
Health Choice Pathway
Members!**

February 22nd, 2024



Agenda

- **Welcome**
- **Renewing AHCCCS Benefits**
- **Language Services**
- **Discussion: Members' Access to Resources**
- **CAHPS Survey Reminder**



Purpose



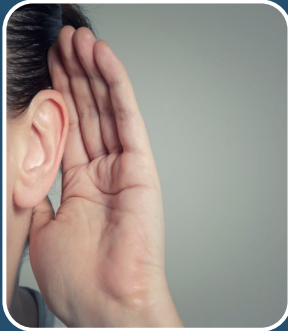
The purpose of the Member Advisory Committee and Advocacy Council (MAC) is to:

- ✓ Gain input from you as members of BCBSAZ Health Choice and Pathway
- ✓ Provide a place for you to share your feedback and help us make improvements
- ✓ Enhance overall Member experience.

As part of serving on the MAC, you will be asked for your commitment by participating and providing feedback on services and products that are offered by **US**.

The feedback you provide is confidential and will help us to evaluate and implement improvement activities to improve existing programs, services and member communication materials.

Housekeeping Rules



Be present.

**Listen attentively
& don't
interrupt.**

**Seek first to
understand then
to be
understood.**

**Listen to other's
opinions.**

**Participation is
key!**

**Respect the
group's time and
keep comments
brief and to the
point.**

**Speak honestly.
Share ideas, ask
questions and
contribute to
discussion.**

**Honest and
constructive
discussions
provide best
results.**

**Be respectful.
Respect other's
point of view
without agreeing
with them is
okay.**

**It's okay to
disagree,
respectfully and
openly without
being
disagreeable.**

**We will note any
pending issues
and provide
updates during
future
committee
meetings.**



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Renewing AHCCCS benefits



AHCCCS Renewals

- Redetermination is winding down, renew your AHCCCS application on time.
- Update your information, address, income, phone numbers, etc
- Renew with BCBSAZ Health Choice Application Assistants, HEA online, local DES office
- Have your AHCCCS ID number when renewing

 <small>An Independent Licensee of the Blue Cross Blue Shield Association</small>		 <small>Arizona Health Care Cost Containment System</small>
Member: John Q Sample ID #: HCIA12345678	RxBIN: 004336 RxPCN: MCAIDADV RxGRP: RX3898	
Health Plan Name: BCBSAZ Health Choice	Crisis Hotline: 1-844-534-4673	
Member Services: 1-800-322-8670	ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM	

Understanding **Enrolling**
and **Eligibility** for
Medicaid
Made Easier

Click or call for more information today!

 **1-844-390-8935**
Call us Monday - Friday, 8 a.m. - 5 p.m.,
or visit HealthEArizonaPlus.gov



Language Services



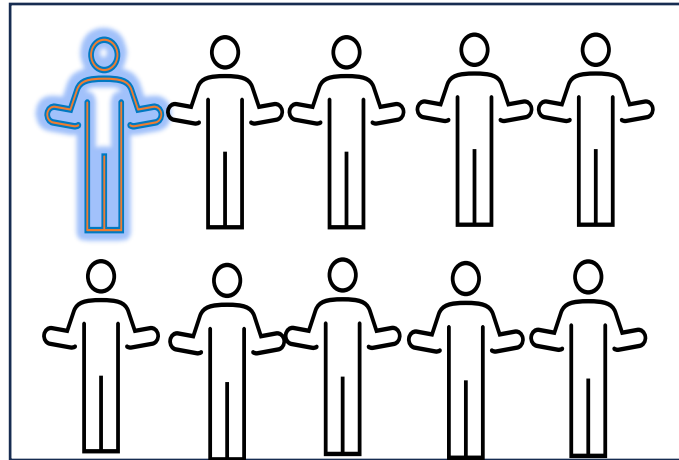
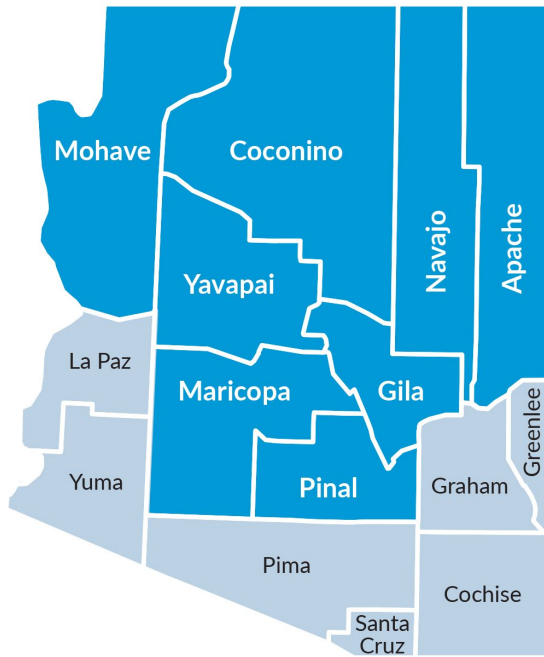


Meaning of cultural competency

- **Culture** – Values, beliefs, customs, language and attitudes that we share with others or makes us unique.
- **Competency** – Competency means to have the ability.

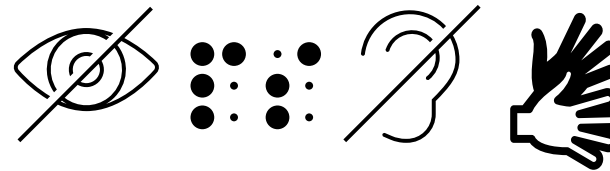
BCBSAZ Health Choice and Pathway

– Language Needs



1 out of every 10 members speaks a language other than English

- Blind/ visually impaired
- Deaf/hard of hearing



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Language Access Services

Providers must deliver language access services at no cost to the member. It must be accurate, timely, and protect the member's privacy and independence.

Interpretation (oral) and translation (written)

BCBSAZ Health Choice and Health Choice Pathway has these services available when you communicate with us.

All written materials is translated into Spanish. If you need materials translated into a different language, then these services are available.

Family members and minors must not take the place of qualified interpreters.



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Discussion: Members' Access to Resources



Discussion: Access to Resources

Question:

- What resource needs or access to service issues are prevalent in your community?

Discussion: Access to Resources

Question:

- What has your or your members' experience been with accessing existing resources?

Discussion: Access to Resources

Question:

- What barriers make accessing resources and services challenging?

Discussion: Access to Resources

Question:

- How can BCBSAZ Health Choice assist with addressing these needs?

Discussion: Access to Resources

Question:

- What feedback do you have on how we can strengthen our partnerships with community-based organizations, peer and family run organizations, and providers to ultimately enhance access to care and resources for members?



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CAHPS Survey Reminder



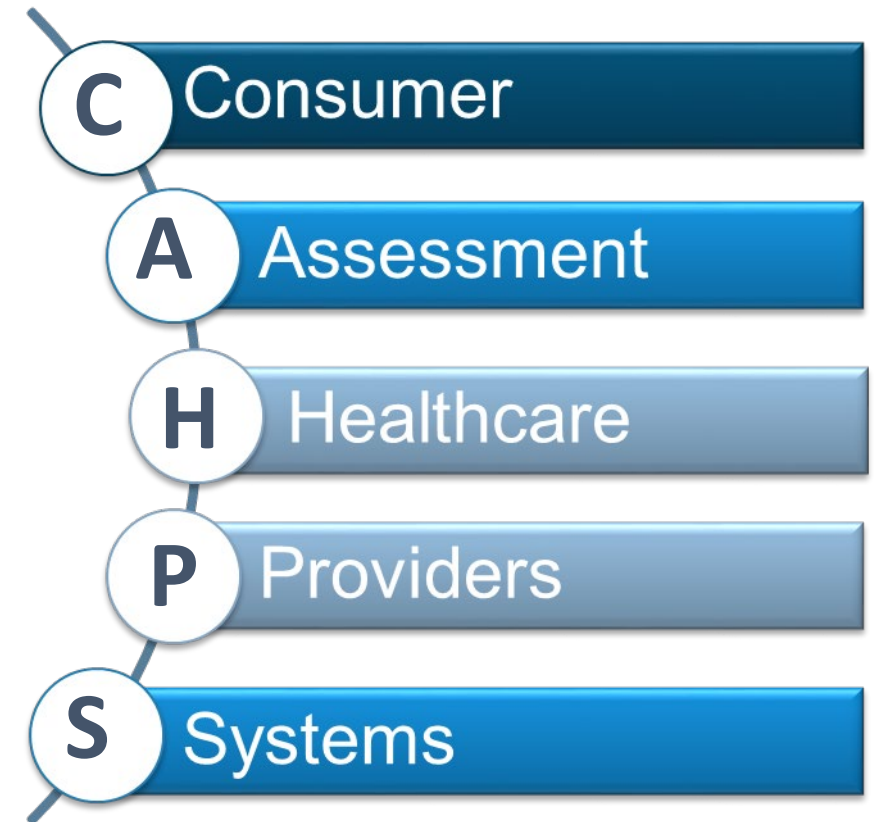
What is CAHPS?

Definition

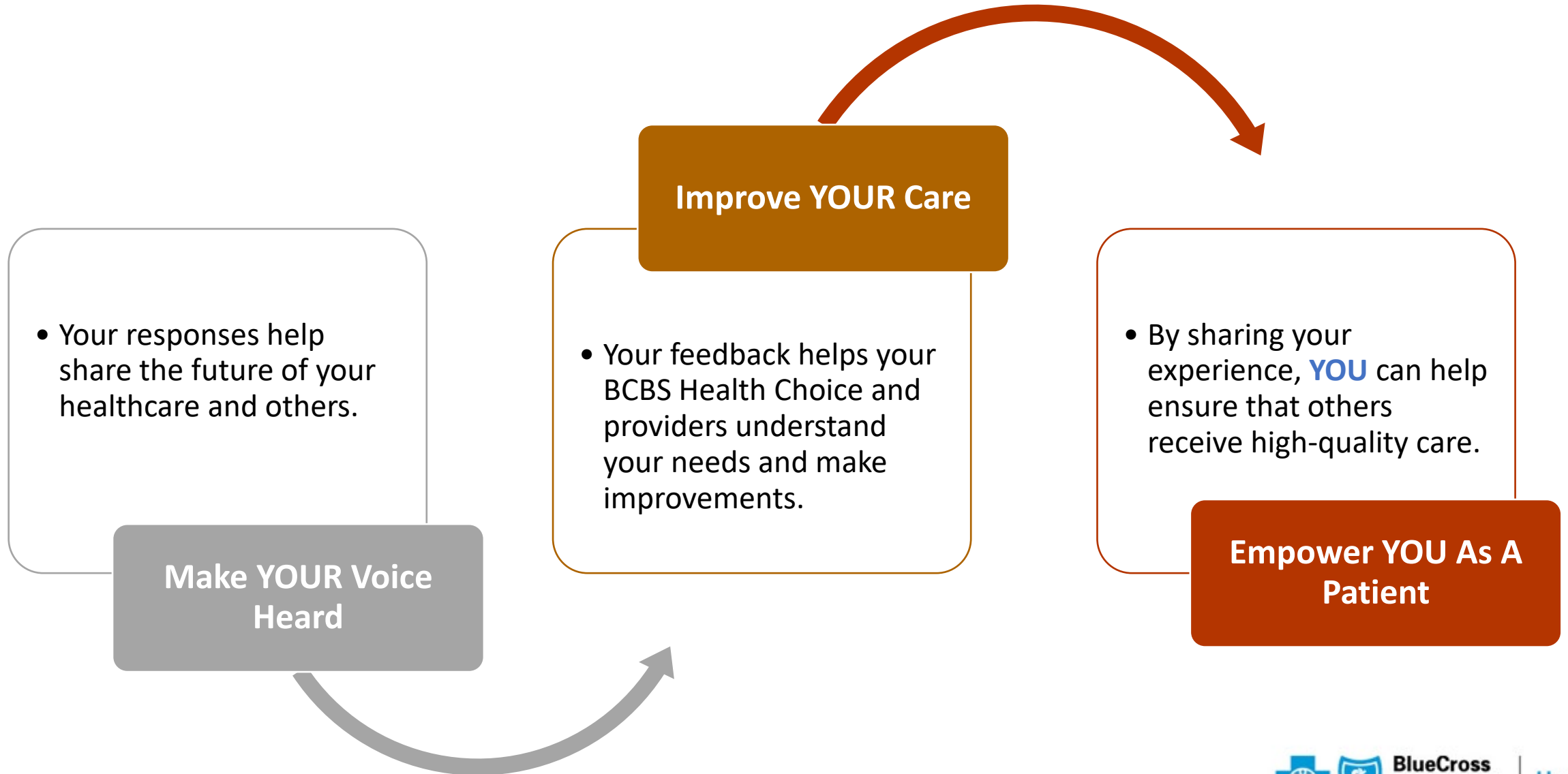
- Is a standardized survey that helps measure your experience with your health care plan and providers.

Purpose

- Aims to improve the quality of healthcare services by collecting your perspective.
- Share how the survey helps identify areas for improvement and enhances patient-centered care.



Why is the CAHPS Survey Important to YOU?



Why is the CAHPS Survey Important to YOU?

We need your help!

Certain BCBSAZ Health Choice members can expect a survey soon.

Your responses will enhance the quality of services, so kindly return it using the enclosed prepaid envelope.

Thank you for your time and valuable feedback.



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BCBSAZ Health Choice Pathway Breakout Session



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Behavioral Health Awareness

- Are you aware of what benefits we have for mental health?
- Would you feel comfortable reaching out?
- If no, what would make you feel more comfortable?
- If needed, what resources would you or a family member feel most comfortable using?
 - General App resources (e.g., Better Help)
 - Telehealth (BlueCare Anywhere)
 - In-person Visits with mental health provider
 - Inpatient behavioral health
 - A crisis line



Member Services and Crisis Resources

BCBSAZ Health Choice Pathway Member Services

1-800-656-8991 (TTY 711)

Crisis Hotline Information

If you or someone you know is experiencing a crisis, or need someone to talk to, these hotlines are free and available 24/7:

Arizona Statewide Crisis Hotline: 1-800-534-HOPE (4673)

National Suicide and Crisis Lifeline: 988

Veterans Crisis Line: 988, then press 1



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Provider Search

- Find A Pharmacy or Doctor
- The Health Choice Pathway Provider Directory is a listing of primary care physicians, specialists, hospitals, urgent care centers and other providers here to serve you. The directory is updated often, so please check our online search tool or call us if you need help finding a provider.
- <https://providerdirectory.healthchoiceaz.com/Provider/ShowProviders/en/hcp>

PROVIDER SEARCH

Provider Type **Provider Specialty** **Provider Name**

Please note: Either a "From Zip Code" or a "From Street/City/State" combination must be entered.

From Zip Code **From Street** **City** **State**

Distance* **Hospital Affiliations**

Accepting New Patients **Provider Language** **Provider Gender**

(*) Indicates a required field

2024 Food/OTC Benefit



Over-the-Counter (OTC) Items / Healthy Food and Produce Card



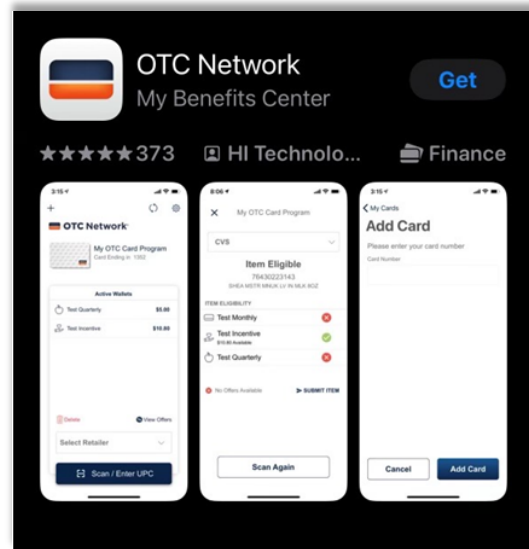
BCBSAZ Health Choice Pathway provides you with:

\$600 allowance every 3 months> toward over-the-counter health items and healthy food and produce. Your allowance can roll over to the next quarter, but it will expire in the following quarter if unused.

- You can buy healthy foods like fruits and vegetables, meat, seafood, dairy products, and water.
- You can buy OTC items such as toothpaste, pain relievers, cold remedies, vitamins, and more.

Over-the-Counter (OTC) Items / Healthy Food and Produce Card

- ✓ Retailers include
 - ✓ Frys, Smiths, Walgreens, Walmart, CVS and more!
 - ✓ My Benefit Center links to: Cvs.com, Walmart.com, Walgreens.com, Instacart, Farmbox, Mom's Meals.
 - ✓ View Eligible items on my benefit center and/or the OTC Network app.



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My Benefits Center

The screenshot shows the 'My Benefits Center' dashboard. At the top, there is a navigation bar with the BlueCross BlueShield Arizona logo and 'Health Choice' branding on the left, and a menu with 'MY BENEFITS', 'PRODUCTS', 'LOCATIONS', 'TRANSACTIONS', and 'LOG OUT' on the right. The main header area features the text 'Your benefits, simplified.' and a sub-header 'Search products and locations. View transactions, benefit details and more!' with a blue button labeled 'WHAT CAN I BUY?'. Below this, three benefit cards are displayed: 'Test OTC Healthy Foo' with a \$20.00 value, 'Test Healthy Rewards' with a \$20.00 value, and 'Test HCAZ DHV' with a \$300.00 value. The footer contains links for 'Support', 'Contact Us', 'Policies', 'Accessibility', and 'Logout', along with 'Download the Mobile App!' buttons for the App Store and Google Play. The bottom right corner includes the BlueCross BlueShield Arizona logo and 'Health Choice' branding, with the text 'An Independent Licensee of the Blue Cross Blue Shield Association' and 'Copyright © 2024 InComm Healthcare. All Rights Reserved.'



My Benefits Center

My Benefit Details

Viewing Test OTC Healthy Foo

Eligible Products **Find Locations** **Transaction History**

Test OTC Healthy Foo

BALANCE
\$20.00

Use this benefit to purchase Over-the-Counter medicines, first aid and vitamins plus healthy foods








My Enrollment

Start Date December 1, 2023
End Date December 31, 2024
Benefit Type Incentive

Additional Info

Use your benefit to purchase eligible items under your Medicare plan including over-the-counter medicines, home health aids, vitamins and more plus groceries. To learn more about what items are eligible, select the Products menu to search a catalog. You can use these benefits at any participating retailer. Select Retailers above to find a store near you.

Ways to Shop

 CVS Health	 FarmBox Rx
 INSTACART	 Moms Meals
 Walgreens.com	 WalmartComm
 Locate Participating Retailers	

My Benefits Center

Eligible Products Viewing OTC ▼

What Can I Buy? [What Can't I Buy?](#)

Explore the categories below to find more items you can save on with your OTC benefit. Select a category to explore top products or refine your search.

Baby Care +	Home Health Care +
Batteries +	Household Products +

My Benefits Center – Online Locations

Locations

Viewing Test OTC Healthy Foo

< Previous **Page 1 of 1** Next >

Test OTC Healthy Foo

View Benefit Details

This is where you can provide a general description of what you can buy in the benefit program.

Select Location Type

In Store Online

Looking for Something Else?

What Can I Buy?

Transaction History

FAQ

CVS Health
833-875-1816

Save money on popular CVS Health products for all your health and wellness needs. Get fast, free shipping from more than 7,000 local CVS stores. Order by phone at 1-833-875-1816 (TTY:711) Monday-Friday, 9 a.m. to 8 p.m. local time.

FarmBox Rx
888-416-3589

Use your OTC Network card to shop farm-fresh produce and groceries for delivery to your doorstep. Enjoy wellness tips from experts and easy recipes with every box! Call 1-888-416-3589 to order over the phone, available 7 days a week 10 a.m - 6 p.m. EST.

INSTACART
844-981-3433

Now accepting the OTC Network Card. Delivery in as fast as 30 minutes from over 1,400 retail banners.

MOM'S MEALS
877-347-3438

Get nutritionally-tailored meals delivered to your home. Choose from nine different menus, each tailored to special dietary needs. Refrigerated meals are ready to heat and eat in less than 3 minutes.

Walgreens.com
000-000-0000

Walgreens makes using your OTC Benefit Card easy. Now accepting OTC benefit cards in-store and online. Click here to shop now.

Walmart.com
000-000-0000

My Benefits Center – In Store Locations

Locations

Viewing: Test OTC Healthy Foo

[< Previous](#) **Page 1 of 1** [Next >](#)

Please specify your location to populate a list of eligible retailers.

[< Previous](#) **Page 1 of 1** [Next >](#)

Test OTC Healthy Foo

[View Benefit Details](#)

This is where you can provide a general description of what you can buy in the benefit program.

Select Location Type

In Store Online

Filter Results

Zip Code

Zip Code

Use my current location

Search Radius

5 Miles

Retailers

All Retailers

Find



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My Benefits Center – Transaction History

Transaction History

Filter Dates
Last 30 Days

Looking for Something Else?
FAQ

Last 30 Days < Previous Page 1 of 1 Next >

January 25

3:05 PM Refund -- WalmartComm
Card ending in 3767 **\$5.94**

Benefits	Amount	Balance
Test Healthy Rewards	\$5.94	\$20.00

2:44 PM Purchase -- WalmartComm
Card ending in 3767 **\$5.94**

January 18

11:06 AM Reward Load for 'BCS TEST' -- Customer Service
Card ending in 3767 **\$10.00**

11:06 AM Reward Load for 'BCS TEST' -- Customer Service
Card ending in 3767 **\$10.00**

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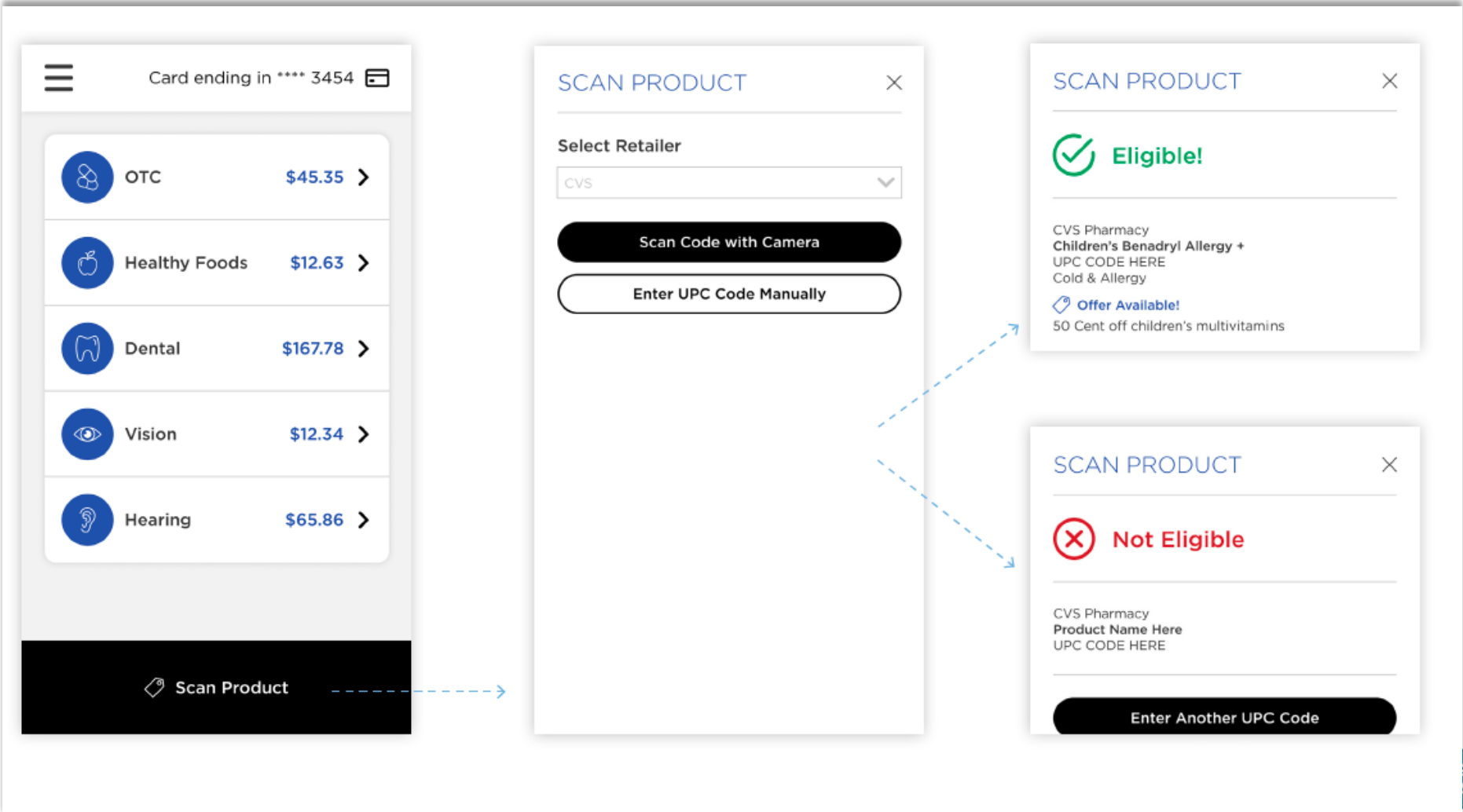
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OTC Network App

The image displays three screenshots of the OTC Network App interface. The first screenshot is the login page, featuring a language selector (English | Español), the OTC Network logo, and a 'Welcome to My Benefits Center' message. It prompts the user to enter their card number and provides a 'Continue' button. The second screenshot shows the mobile web dashboard, titled 'Mobile Web & OTC App', with a card ending in **** 3454. It lists five benefit categories with their respective balances: OTC (\$45.35), Healthy Foods (\$12.63), Dental (\$167.78), Vision (\$12.34), and Hearing (\$65.86). The third screenshot is a 'MENU' page with a language selector (English | Español) and a list of navigation options: MY BENEFITS, PRODUCTS, LOCATIONS, TRANSACTIONS, SCAN TO PAY, and SCAN PRODUCT. Below these are links for Support, Contact Us, Policies, Accessibility, and Log Out.

OTC Network App



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OTC Network App

The image displays two overlapping screenshots of the OTC Network App. The background screenshot shows the main app interface with a card ending in **** 3454 and a menu. The foreground screenshot shows the 'SCAN TO PAY' screen.

Main App Interface:

- Card ending in **** 3454
- Menu items: MY BENEFITS, PRODUCTS, LOCATIONS, TRANSACTIONS, SCAN TO PAY, SCAN PRODUCT
- Language: English | Español
- Support, Contact Us, Policies, Accessibility, Log Out

SCAN TO PAY Screen:

- Use code below at checkout for the following benefits.
- OTC Healthy Foods
- OTC Network logo
- Barcode
- 123456789011234567890123456789
- EXPIRATION DATE: 01/27
- Your balances will be updated once the transaction is complete.
- Additional content added here.

Did you know?

Q: How many reward dollars can I earn for completing an eligible health activity?

A: The amount of reward dollars you earn varies by health-related activity. The following are the 2023 eligible health activities, and the associated dollar amounts for all plans:

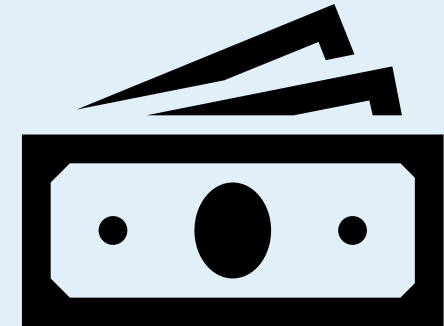
Annual Wellness Visit/In-Home Assessment: **\$25**

Breast Cancer Screening (Mammogram): **\$50**

Colorectal Cancer Screening: **\$25**

Diabetic Retinal Eye Exam: **\$25**

Osteoporosis Management: **\$50 (2 per year)**



Contact Member Services for more details on how to receive your healthy rewards.



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2024 Medicare Star Ratings

Overall Star Rating: ★★★★★

Health Services Rating: ★★★★★

Drug Services Rating: ★★★★★

- ✓ Star Ratings are based on factors that include:
 - ✓ Feedback from members about the plan's service and care
 - ✓ The number of members who left or stayed with the plan
 - ✓ The number of complaints Medicare got about the plan
 - ✓ Data from doctors and hospitals that work with the plan



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Open Discussion



General Questions

- Any feedback on 2024 benefits?
- Any suggestions on 2025 benefits?
- Have you had any trouble or issues in getting the care, tests, or treatment you needed?
- Have you had any trouble or issues getting an appointment to see a doctor as soon as you needed?
- Have you been able to get the medications your doctor prescribed?



Any concerns or comments or questions?

- How can we better communicate with you?
- Would you recommend your health plan to family and friends?
- On a scale of 1-10, how would you rate our health plan?

Advanced Directives



Introduction

- BCBSAZ Health Choice supports the right of members to develop advanced directives to enhance their control over his or her medical treatment when incapacitated and their right to utilize end-of-life care and hospice services as appropriate to their healthcare needs.
- Advance Directive is defined as a document by which a person makes a provision for health care decisions in the event they become unable to make those decisions. Simply stated, it provides directions in the event of an accident or illness which results in your inability to communicate your wishes yourself. An Advance Directive can also allow you to designate a person (a proxy) who will make healthcare decisions for you.
- Ultimately, Advance Directives are used to enhance an incapacitated member's control over his or her medical treatment.



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Health Care Decisions can include:

- Surrogate decision-makers
- Cardiopulmonary resuscitation (CPR)
- Ventilator use
- Artificial nutrition (tube feeding) and artificial hydration (IV, or intravenous, fluids)
- Use of pain medications
- Antibiotic use
- Comfort care



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Types of Advance Directives

There are four types of Advance Directives:

1. **Living Will (End of life care)** – A Living Will is a piece of paper that tells doctors what types of services you do or do not want if you become very sick and near death and may not be able to make health care decisions or give consent for yourself. For example, in your Living Will you might tell doctors if you want to be kept alive with machines or fed through tubes if you cannot eat or drink on your own.
2. **Medical Power of Attorney** – A Medical Power of Attorney is a paper that lets you choose a person to make decisions about your health care when you cannot do it yourself.
3. **Mental Healthcare Power of Attorney** – A Mental Healthcare Power of Attorney names a person to make decisions about your mental health care if it is found that you cannot.
4. **Pre-Hospital Medical Directive (Do Not Resuscitate)** – A Pre-Hospital Medical Care Directive tells providers if you do not want certain lifesaving emergency care that you would get outside a hospital or in a hospital emergency room. You must complete a special orange form. You can get a free copy of this form by calling the Bureau of Emergency Medical Services at 602-364-3150.



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Obtaining an Advance Directive

- If you decide that you want to have an Advance Directive, there are several ways to get this type of form; from your lawyer, a social worker or from some office supply stores. To make it easier for our members, BCBSAZ Health Choice Pathway has posted the Living Will and Power of Attorney for Healthcare forms along with instructions on how to fill out the form.
- <https://www.healthchoicepathway.com/members/member-information/>

Resources

Information	Documents
<p><u>National Hospice and Palliative Care Organization(opens in a new tab)</u></p>	<p><u>Arizona Healthcare Directives Registry(opens in a new tab)</u></p>
<p><u>Communication skills for end of life discussions(opens in a new tab)</u></p>	



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