



# HAPPY NEW YEAR 2024

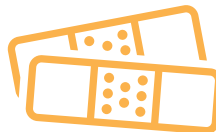
from your team at  
**BCBSAZ Health Choice  
Pathway (HMO D-SNP)!**

## 2024 Over-the-Counter (OTC) and Healthy Food Card Benefit

Starting January 1, 2024, you get a **\$600** allowance every three months for OTC products and Healthy Food and Produce. With this benefit, your allowance will be loaded to your Visa® flex card each quarter to pay for covered groceries and OTC items.

Covered items include:

- Healthy foods like fruits, vegetables, meat, seafood, dairy products, water, and more
- Brand-name and generic OTC products, like vitamins, pain relievers, toothpaste, cough drops, and more



To place an online order for OTC products, visit **mybenefitscenter.com**. To place an OTC product order by phone, call **1-844-457-8938, TTY: 711**, Monday through Friday, 9 a.m. to 8 p.m., local time. You can view the 2024 OTC catalog on our website at **HealthChoicePathway.com**.

Call **1-833-684-8472**, go to **mybenefitscenter.com**, or download the OTC Network App to check your Visa flex card balance, view eligible items for purchase, and view participating locations.

## IMPORTANT: 2024 Flex Card Information



Hold on to your prepaid Visa flex card!

As a current BCBSAZ Health Choice Pathway member, you may have a Visa flex card to use for some of your current benefits. **KEEP YOUR VISA CARD. We will reload your card with important benefits in 2024.** Keep reading to learn more about our newly enhanced benefits for the new year. If you have not received a Visa flex card, you will receive one by December 31, 2023. If you have any questions, please contact Member Services at **1-800-656-8991, TTY: 711**, 8 a.m. to 8 p.m., 7 days a week.

## \$1,000 for Dental, Hearing, and Vision Expenses

BCBSAZ Health Choice Pathway helps reduce your out-of-pocket expenses for dental, vision, and hearing services. With an annual limit of **\$1,000**, you can allocate your benefit dollars as needed across these services. Any unused benefit dollars expire at the end of the year. This benefit is not a substitute for supplemental dental, vision, or hearing benefits but a way to offset certain expenses. To ensure coverage, please receive supplemental dental, vision, and hearing services from a participating provider within the plan.



## \$1,000 for General Support for Living – Lodging and Utilities

If you meet the eligibility requirements, we provide a maximum annual limit of **\$1,000** to assist with covering the expenses of lodging after an eligible inpatient stay and/or specific utilities such as electric, gas, sanitary, water, and/or telephone services. To qualify, you must be actively engaged with the BCBSAZ Health Choice Pathway care management program and have a qualifying chronic condition. For more information, call Member Services at **1-800-656-8991**, **TTY: 711**.

## Learn about Your Benefits

As a BCBSAZ Health Choice Pathway member, you get these extra benefits at no cost! Call Member Services if you have any questions about these benefits.

### Stay active and live comfortably, with benefits that include alternative treatments for chronic pain.

If you're suffering from chronic pain but want alternatives to prescription medication or surgery, BCBSAZ Health Choice Pathway covers routine podiatry, chiropractic, acupuncture, and therapeutic massage.

- Are you dealing with back and hip discomfort, or frequent headaches? **Chiropractic** care may be right for you. You get 12 routine chiropractic visits.
- Have you experienced a new painful injury or have longstanding arthritic pain in your knee? **Acupuncture** care may be right for you. You get 12 routine acupuncture visits.
- Are you feeling persistent achiness and tightness in your neck related to seated posture or sleeping position? **Therapeutic massage** may be right for you. You get 6 therapeutic massage visits.
- Need help with routine footcare, including nail trimming and preventive foot hygiene? **Podiatry** services may be right for you. You get 6 routine podiatry visits.

You must use an American Specialty Health (ASH) provider to receive these covered services. After January 1, 2024, you can call American Specialty Health Customer Service at **1-800-678-9133**, **TTY: 711**, 8 a.m. to 8 p.m., 7 days a week or visit **ashlink.com/ash/BCBSAZHCP** for a list of participating providers near you. American Specialty Health is a separate, independent company contracted with BCBSAZ to provide specific services.

### Waiting Room or Your Room? You Have a Choice.



As a BCBSAZ Health Choice Pathway member, you have access to \$0 doctor visits using BlueCare Anywhere<sup>SM</sup>. BlueCare Anywhere makes it easy to see a board-certified doctor online. It's a convenient way to get the care you need, when you need it most.

Using BlueCare Anywhere, you can visit with a doctor 24/7. The doctors you see using BlueCare Anywhere can assess your condition, provide a treatment plan, and send prescriptions to the pharmacy you select, if needed. Not all medical conditions can be treated through virtual visits.

Get care from anywhere: See a doctor from home or on the go. All you need is a smartphone, laptop, or tablet to get started. Go to **bluecareanywhereaz.com** or download the BlueCare Anywhere app and enter the service key: "HCP" to get started.

### Personal Emergency Response System (PERS)

We are pleased to offer the nation's leading mobile Personal Emergency Response System (PERS) to keep you safe, secure, and connected to care.

#### What is mobile PERS?

Mobile PERS allows you to easily access any type of help 24/7, 365 days a year, whether at home or on the go.

#### What's included?

A lightweight, discrete wearable device (i.e., neck pendant) that triggers a call to our Concierge Call Center when the help button is pressed. Our operators assess the nature of your call and coordinate appropriate assistance, including immediate dispatch in an emergency.

To get started, call Connect America at **1-800-979-9238**, **TTY: 711**, 8 a.m. to 5 p.m., Monday through Friday.





# Move how you want, when you want, with SilverSneakers®

SilverSneakers is more than a traditional fitness program. It's an opportunity to improve your health, gain confidence, and connect with your community.

### AT THE GYM:

- Thousands of locations all around the country<sup>1</sup>
- Enroll at multiple locations at any time
- SilverSneakers classes designed for all levels and abilities<sup>2</sup>

### AT HOME:

- SilverSneakers LIVE online classes and workshops led by specially trained instructors, happening every day
- **At-Home Kits\***  
(each includes the Quick Start Guide)  
**WALKING** – Pedometer to track daily steps  
**TONING** – SilverSneakers ball  
**STRENGTH** – Resistance band  
**YOGA** – Yoga strap  
**FITBIT** – Inspire 3 Fitbit

### IN YOUR COMMUNITY:

- Get active outside of traditional gyms at recreation centers, parks, and other neighborhood locations.
- Enjoy access to online GetSetUp<sup>3</sup> classes on topics like cooking and nutrition, technology, and brain games.

**Always talk with your doctor before starting an exercise program.**



After January 1, 2024, make a free online account at [SilverSneakers.com](https://www.silversneakers.com) to see your Member ID and all the things you can use in the program without paying extra.

For additional questions, go to [SilverSneakers.com](https://www.silversneakers.com) or call **1-888-423-4632**, **TTY: 711**, Monday through Friday, 8 a.m. to 8 p.m. ET.



Health  
Choice



**These extra benefits are available at no additional cost for BCBSAZ Health Choice Pathway (HMO D-SNP) members!**



#### Dental services

You receive a **\$4,000** allowance towards comprehensive dental services like dentures, crowns, fillings, extractions, and endodontics.



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

You receive a **\$600** allowance every 3 months towards over-the-counter health items and healthy food and produce.



#### Vision services

You receive a **\$450** allowance towards your choice of contacts and/or eyeglasses (lenses and frames), and 1 routine eye exam (eye refraction).



#### Routine Acupuncture Services

12 visits per year.



#### Hearing services

You receive a **\$2,500** allowance for hearing aids, for both ears combined, in addition to 1 evaluation/fitting every year, and 1 routine hearing exam.



#### Routine Podiatry Services

6 visits per year.



#### Routine Chiropractic Services

12 visits per year.

## PLUS:

- Dental, Vision, and Hearing flex card
- Lodging and Utilities flex card\*
- In-Home Support Services
- Therapeutic Massage
- Personal Emergency Response System (PERS)
- Fitness Benefit
- Transportation Services

## Questions about these benefits?

**Call Member Services at 1-800-656-8991, TTY: 711,**  
8 a.m. to 8 p.m., 7 days a week.  
**HealthChoicePathway.com**

Scan  
to learn  
more!



<sup>1</sup> Participating locations ("PL") are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities is limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL.

<sup>2</sup> Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location.

<sup>3</sup> GetSetUp is a third-party service provider and is not owned or operated by Tivity Health, Inc. ("Tivity") or its affiliates. Users must have internet service to access GetSetUp service. Internet service charges are responsibility of user. Charges may apply for access to certain GetSetUp classes or functionality.

\* To order at-home exercise kits, please call SilverSneakers Customer Service, requesting a Fitbit Kit. Contents of kits may change without notice. Only one kit per member per year. Supplies are limited.

Tivity Health is an independent and separate company contracted with BCBSAZ Health Choice Pathway to provide health and wellness services to BCBSAZ Health Choice Pathway members.

SilverSneakers and the SilverSneakers shoe logotype are registered trademarks of Tivity Health, Inc. © 2023 Tivity Health, Inc. All rights reserved.

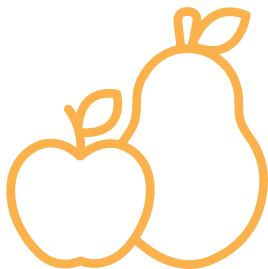
BCBSAZ Health Choice Pathway (HMO D-SNP) is a health plan with a Medicare contract and a contract with the state Medicaid program. Enrollment in BCBSAZ Health Choice Pathway (HMO D-SNP) depends on contract renewal.

BCBSAZ Health Choice Pathway is a subsidiary of Blue Cross® Blue Shield® of Arizona (BCBSAZ), an independent licensee of the Blue Cross Blue Shield Association. \*Some benefits mentioned are a part of special supplemental program for the chronically ill. Not all members qualify.

# Be Healthy in the New Year!

As the new year begins, many of us plan to be healthier. It is a time for a fresh start. Here are some healthy ways to help:

- Stay physically active. Anything that gets you moving—from going for a walk to vacuuming—is good for you. You don’t have to go to a gym to stay active.
- Eat healthy foods. Focus your diet on lean proteins, fruits, and vegetables.
- Get routine preventive care exams and screenings.
  - Get an annual wellness exam: If you haven’t already done so, make an appointment for your annual wellness visit with your primary care provider. Remember, there is no copay for your annual wellness visit.
  - Screenings at no cost
    - Breast cancer mammogram every 1 – 2 years for those 50 – 74
    - Cervical cancer screening
    - Colorectal cancer screening
  - Immunizations at no cost
    - Flu vaccine annually
    - COVID-19 vaccine
    - Pneumonia vaccine



## Healthy Rewards Program



BCBSAZ Health Choice Pathway cares about our members staying healthy. Our members earn rewards just for completing screenings and appointments meant to keep everyone feeling their best. Speak with your primary care provider to discuss which screenings are best for you.

### Earn \$25 for completing:

- **A Medicare Annual Wellness Visit** for all members
- **An annual Health Appraisal** when you mail in your completed Appraisal or call us to complete it
- **Colon cancer screenings** for those ages 45 – 75, a colonoscopy, or opt for a mail-in test that you can do at home
- **Diabetic Eye Exam** for those ages 18 – 75 with diabetes (type 1 and type 2)

### Earn \$50 for:

- **Breast cancer screenings** every year for those ages 50 – 74
- **Osteoporosis management** for women ages 67 – 85 who had a fracture (bone mineral density test or a prescription for a drug to treat osteoporosis in the six months after the fracture)

Your rewards will be automatically added to your prepaid Visa® flex card. The rewards are for your use only, may not be sold or transferred, and have no cash value. Visa is a separate, independent company contracted with BCBSAZ to provide specific services. BlueCross®, BlueShield®, and the Cross and Shield Symbols are registered service marks of the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans. All other trademarks referenced are the property of their respective companies. Current rewards are subject to future changes.



## Important Phone Numbers

### Questions? We are here to help!

- Member Services  
**1-800-656-8991, TTY: 711**  
8 a.m. to 8 p.m., 7 days a week  
**HCHComments@azblue.com**  
**HealthChoicePathway.com**
- 24-Hour Nurse Advice Line  
**1-888-267-9037**  
24 hours a day, 7 days a week
- Transportation Services  
**1-800-656-8991, TTY: 711**  
8 a.m. to 8 p.m., 7 days a week
- **National 24-hour Suicide and Crisis Hotlines:**  
**Arizona Crisis Hotline**  
1-844-534-HOPE (4673)  
**988 Suicide & Crisis Lifeline**  
988 (call or text)  
**Veterans Crisis Line**  
1-800-273-8255  
If you or a loved one are having a medical emergency, call **911**.

### Did you know? BCBSAZ Health Choice Pathway members can get a cellphone at no cost!

BCBSAZ Health Choice Pathway is proud to work with SafeLink Wireless® to offer members access to cellphones. Through this program, you can get a cellphone, unlimited talk, unlimited texting, and unlimited high-speed data at no cost to you!

For more information or to enroll in the BCBSAZ Health Choice Pathway SafeLink phone program, call SafeLink at **1-877-631-2550** and mention promo code: HealthChoice.

Please make at least one phone call or send one text message each month to keep your SafeLink coverage active. Other restrictions may apply.



### Your Health and Happiness Matter

Every year, surveys are sent to randomly selected members. If you receive one, please complete and return it. Your feedback helps us improve member care and services. If you’re having any trouble with care or service, call us at **1-800-656-8991, TTY: 711**, 8 a.m. to 8 p.m., 7 days a week so we can make it right.

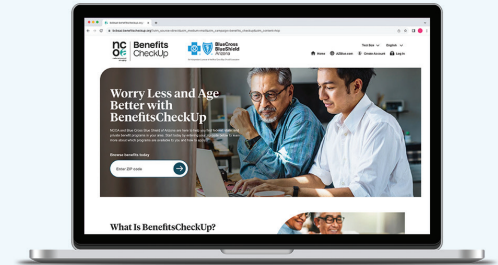


# Are you missing out on money savings and other benefits available from public or private programs?

BenefitsCheckUp® is a confidential, free service offering easy access to benefit programs. The BenefitsCheckUp from the National Council on Aging (NCOA) empowers older adults, people with disabilities, and caregivers to learn about and apply for benefits that may help pay for prescription drugs, healthcare, food, housing, utilities, tax relief, and more.

Anyone can access it on any computer or mobile device by following these quick steps:

1. Visit **azblue.com/HealthChoiceCheckup**
2. Add your ZIP code to find programs available in your area
3. Choose the type of benefits you want from a wide range of options
4. Get a list of all programs by benefit type, such as:
  - Healthcare & Medication
  - Food & Nutrition
  - Discounts & Activities



BenefitsCheckUp is a registered trademark of the National Council on Aging (NCOA). The NCOA is an independent and separate organization contracted with Blue Cross® Blue Shield® of Arizona to provide health and financial tools for older adults.



An Independent Licensee of the Blue Cross Blue Shield Association

Health  
Choice

8220 N. 23rd Avenue  
Phoenix, AZ 85021

## Important Plan Information

<Member Name>  
<Address>  
<Address>