

A Letter to Our Members

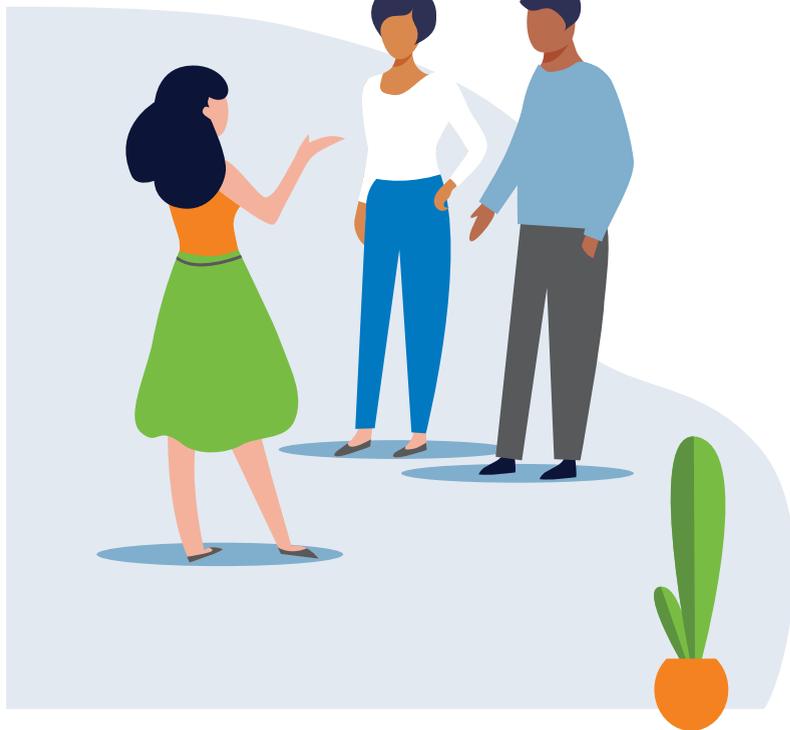


An Independent Licensee of the Blue Cross Blue Shield Association

Health Choice

World-Class Customer Service

It's important to us you are well informed about your health plan benefits and resources. One way we do this is to provide you with outstanding customer service and your very own health care buddy. Your health care buddy is available to help you with your healthcare needs, including finding a doctor, helping you make appointments, and answering questions about your benefits. **We are here to help.** If you have questions, please call your Health Care Buddy at **1-800-656-8991**, **TTY: 711**, 8 a.m. to 8 p.m., 7 days a week, or email us at HCHComments@azblue.com.



CMS Star Ratings

Helping our Health Choice Pathway (HMO D-SNP) members get the care they need with great service is why we're here. The Centers for Medicare & Medicaid Services (CMS) uses a Star Rating System to measure how well our plan delivers the care and service you need. Every year, Medicare evaluates plans based on a 5-star rating system.



For 2022, Health Choice Pathway (HMO D-SNP) received a four-star rating from Medicare.

NCQA Accreditation

Quality counts when it comes to your health plan helping care for your health. That is why we are proud to receive the Health Plan Accreditation from the National Committee for Quality Assurance (NCQA). This shows that Health Choice Pathway (HMO-SNP) is a high-quality health plan. The only way to get this is by proving members are getting care to improve their health and are happy with the service. If there's anything you need, remember we're here for you.



Extra benefits at no cost!

Feel your best with these extra benefits at no cost to you!



Dental allowance increased to \$4,000 for preventive to comprehensive care, including dentures



Over-the-counter products allowance increased to \$270 every 3 months



Vision allowance increased to \$450 for eyeglasses and/or contacts



Hearing aid allowance increased to \$2,000 every year for both ears combined



Fitness center membership or a home exercise kit through Silver&Fit®



Access to doctors 24 hours a day, 7 days a week with telehealth services

COVID-19 At-Home Test Kits Available

While COVID-19 cases are falling, it is good to guard against infection. Staying up to date with COVID-19 vaccinations is a good idea. Testing is another way you can protect people in your life and the community. Seeking treatment within the first 5 days of testing positive can help you get the best results. Below is information for getting COVID-19 at-home test kits.

1. Federal Program – Every home in the U.S. can order two sets of four at-home COVID-19 tests at no cost by registering at covidtests.gov. You can also call **1-800-232-0233 (TTY: 1-888-720-7489)** to get help from 8 a.m. to midnight Eastern Time, seven days a week.
2. Medicare (Primary coverage through Part B benefit) – Beginning in Spring 2022, Medicare will cover up to eight at-home, over-the-counter COVID-19 tests per month at no cost. Call Member Services at **1-800-656-8991, TTY: 711**, 8 a.m. to 8 p.m., 7 days a week for information on how to order.
3. Medicaid (AHCCCS as secondary benefit) – AHCCCS will cover one at-home COVID-19 test kit (two tests) per month with a prescription by a provider or a pharmacist when filled at a pharmacy at no cost.
4. HCP OTC Benefit – Health Choice Pathway members can use their over-the-counter (OTC) benefit to get up to 12 at-home COVID-19 tests every quarter by placing an order online at cvs.com/otchs/healthchoice or visiting a participating OTCHS-enabled store. For more information, call **1-844-457-8938, TTY: 711**, 9 a.m. to 8 p.m., Monday – Friday.

Your feedback is important to us!

Our goal is to give you quality healthcare, programs, services, and benefits to help you be your healthiest. Every year during the months of April, July, and November, we mail the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey to our members. The survey asks about your experiences with our health plan and the providers you see in our network.

You will be asked questions like:

- How easy is it to get an appointment with your doctor or fill a prescription at your pharmacy?
- As your health plan, does our Member Services team help answer your questions?
- How was your experience during any visits to your doctor's office or hospital?
- How do you rate us as your health plan on a scale of 0 to 10?

This survey is required by the federal government. You do not have to complete the survey, but we hope you will. We use the information you provide to improve our health plan and services.



Earn \$25 gift cards!

Our Healthy Rewards program pays you for taking care of your health! Health Choice Pathway rewards you with a \$25 gift card for completing each of these preventive health services.

- Medicare annual wellness visit
- Breast cancer screenings
- Colon cancer screenings

Check with your doctor to see what preventive screenings or visits you are due for. Once Health Choice Pathway receives a claim for the service, we will mail you your gift card(s). Please allow up to 8 weeks to receive your gift card. If you have any questions, please call Member Services at **1-800-656-8991, TTY: 711**, 8 a.m. to 8 p.m., 7 days a week, or email us at HCHComments@azblue.com.

Health Choice Pathway (HMO D-SNP)
410 N. 44th. St., Ste. 900
Phoenix, AZ 85008

Important Plan Information

Let's connect!

Check us out on social media for information on plan benefits, health and wellness tips, and healthy rewards.



“Like” us on Facebook
[@HealthChoicePathway](#)



“Follow” us on Twitter
[@HealthChoiceAZ](#)

Care Management



Get help managing your healthcare needs with Care Management services. Our care managers help you coordinate care, explain your illness, help you stay up to date on annual screenings, and much more. They also work closely with your doctors and care providers to ensure your needs are met. They can answer questions about your health, medications, or how to get services for housing, food, or behavioral health. Your doctor can refer you, or you can call Member Services, and they will refer you to Care Management services.

Health Choice Pathway (HMO D-SNP) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-656-8991 (TTY: 711).

Díí baa akó nínízin: Díí saad bee yánílti'go **Diné Bizaad**, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, koji' hódíílnih **1-800-656-8991 (TTY: 711)**