



HAPPY NEW YEAR 2023

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

Be Healthy in the New Year!

As the new year begins, many of us make plans 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 belong 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

Speak with your primary care provider to discuss which screenings are best for you.

NCQA Accreditation

BCBSAZ Health Choice Pathway is the only Dual Eligible Special Needs Plan in Arizona with Health Plan Accreditation from the National Committee for Quality Assurance (NCQA). This means we are a high-quality health plan that meets NCQA standards.



2023 Star Ratings



We are proud to announce for the second consecutive year, BCBSAZ Health Choice Pathway received a four-star rating from Medicare for 2023. This reflects our commitment to quality, service, and delivering a health plan built around you. Every year, Medicare evaluates plans based on a 5-star rating system.

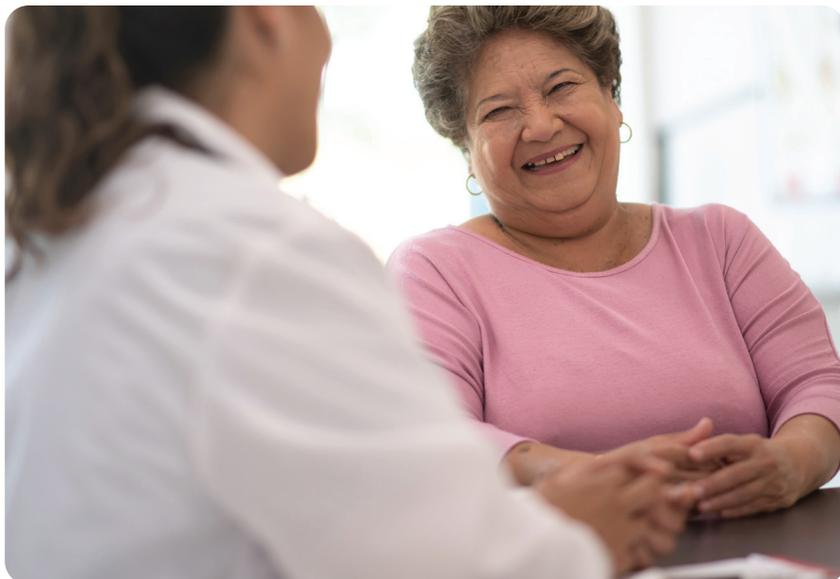
Member Materials Available Online!

Access all of your important 2023 plan information, including a complete listing of your Providers, Pharmacies, Formulary (List of Covered Drugs), and your Evidence of Coverage at **HealthChoicePathway.com**.



Renew your AHCCCS benefits now

It is time to renew your AHCCCS (Medicaid) coverage. Need assistance? We can help! BCBSAZ Health Choice Assistors can help you update your information with AHCCCS and check to see if you are still eligible. Keep your AHCCCS benefits by renewing on time. Call us at **1-844-390-8935, TTY: 711**. Assistors are available Monday through Friday, from 8 a.m. to 5 p.m. (except holidays).



Healthy Rewards program Your Rewards

Did you know that as a BCBSAZ Health Choice Pathway member, you can earn up to **\$75** just for taking care of your health?

Members can get rewarded with \$25 for each important health activity they complete such as:

- A Medicare annual wellness visit every year
- Breast cancer mammogram screenings every 1 – 2 years for those 50 – 74
- Colon cancer screenings for those 45 – 75: screening colonoscopy or opt for a mail-in test that you can do at home

Once BCBSAZ Health Choice Pathway receives a claim for the service(s), you will be mailed your pre-paid Visa® card. **Do not discard this card as it could be loaded with additional benefits later.**



CAHPS Survey Feedback

Your feedback is important to us!

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.

Behavioral Health Crisis Hotlines

If you are having a mental health crisis or know someone who is at risk of physical harm, or hurting themselves or someone else, call the Behavioral Health Crisis Hotline immediately. Here are some warning signs:

- Hopelessness; feeling like there's no way out
- Anxiety, agitation, sleeplessness, mood swings
- Feeling like there is no reason to live
- Rage or anger
- Engaging in risky activities without thinking
- Increasing alcohol or drug use
- Withdrawing from family and friends

For medical emergencies, always call 911.

Behavioral Health Crisis Hotlines	
Arizona Crisis Line	1-844-534-HOPE (4673)
National Suicide Prevention Lifeline	988
Veterans Crisis	1-800-273-8255 (press 1) or Text 838255

Meet Pyxir, a new friend to count on!

No one should go through life's challenges alone. That's why BCBSAZ Health Choice Pathway has partnered with Pyx Health to help members with loneliness and isolation. Pyx's friendly robot Pyxir and the compassionate humans at Pyx Health can help you:

- Find resources to support your physical and mental health
- Make the most of what your health plan offers
- Feel better each day with companionship and humor

All BCBSAZ Health Choice Pathway members have access to the Pyx Health smartphone app. Sign up for the program today—there is no cost to you! Use your smartphone to go to **www.HiPyx.com**. Or call Pyx Health at **1-855-499-4777** for a helping hand. Pyx Health is an independent company contracted with BCBSAZ Health Choice Pathway to provide specific services.



We all need support

One part of managing your health is social support. Every person is encouraged to build and maintain a strong social support. People who are part of your support care about you. They can include: a family member, friend, neighbor, co-worker, employer, sponsor, coach, or landlord.

Natural supports can:

- Talk about your concerns and struggles.
- Celebrate when you meet your goals.
- Provide emotional support when you need it.
- Share ways to help your health and well-being.
- Help you understand your personal habits that help or hurt your health.
- Attend meetings with you.
- Be there for you at times when your doctors are not.

Do you want more people as part of your natural support? If yes, then think about doing some of these things:

- Attend community activities
- Join groups or clubs in your community or building
- Attend religious services
- Volunteer
- Talk to family or neighbors

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



Dental services

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



Vision services

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



Hearing services

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



Over-the-Counter (OTC) benefit

You receive a **\$380** allowance every 3 months towards over-the-counter health items such as toothpaste, bandages, antacid, sunscreen, cold medicine, pain relievers, and much more!



Transportation services

Up to **36** additional one-way trips every calendar year.



Fitness benefit

Membership to a participating fitness center or home fitness kit and access to other healthy resources! Visit **SilverandFit.com** for more information.



Telehealth services

You can talk to a primary care provider, specialist, or urgent care from the comfort of your own home 24 hours a day, 7 days a week. Not all medical conditions can be treated through virtual visits.



Healthy Rewards program

We want you to be as healthy as you can be. You can earn up to \$75 for taking care of your health and completing certain healthy activities.

PLUS:

- ✔ Food and produce card
- ✔ Dental, Vision, and Hearing flex card
- ✔ Housing and Utilities Flex Card



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

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). Some benefits mentioned are a part of special supplemental program for the chronically ill. Not all members qualify. ASH is an independent and separate company contracted with BCBSAZ Health Choice Pathway to provide health and wellness services to BCBSAZ Health Choice Pathway members. Blue Cross, Blue Shield, 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.

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Something for Everyone®

The Silver&Fit® Healthy Aging and Exercise program supports every unique member.

As a BCBSAZ Health Choice Pathway HMO D-SNP member, enjoy one, some, or all of the following, at no cost to you:



On-Demand Workout Videos

Go to **SilverandFit.com** or download the ASHConnect™ mobile app to find workout videos for all fitness levels.



Healthy Aging Coaching

A certified health coach will help you meet your fitness, nutrition, and lifestyle goals during scheduled phone, video, or chat sessions.



Workout Plans

Answer a few online questions about your fitness level and goals to get workouts to help you start an exercise routine.



Well-Being Club

Learn new skills and focus on well-being by:

- Connecting with others
- Enjoying live-streaming classes and events on the Silver&Fit website
- Viewing exclusive articles and videos



Standard Fitness Network Choices

Join thousands of participating fitness centers or select YMCAs, many with exercise classes for older adults.



Home Fitness Kits

Pick your favorite kit (one per benefit year):*

- Fitbit® or Garmin® Wearable Fitness Tracker Kit
- Pilates Kit
- Beginner, Intermediate, or Advanced Strength Kit
- Beginner or Advanced Swim Kit
- Beginner or Intermediate/Advanced Yoga Kit

Go to **SilverandFit.com** to get started today! For questions, call us toll-free at **1-877-427-4788 (TTY/TDD: 711)**, Monday through Friday, 5 a.m. to 6 p.m. Pacific Time.

*Home Fitness Kit promotional codes cannot be used in combination with any other promotions on third-party vendor websites. Once selected, **kits cannot be exchanged.**

The Silver&Fit program is provided by American Specialty Health Fitness, Inc. (ASH Fitness), a subsidiary of American Specialty Health Incorporated (ASH). Please talk with your doctor before starting or changing your exercise routine. All programs and services are not available in all areas. The persons in this piece are not Silver&Fit members. Silver&Fit, Something for Everyone, ASHConnect, and the Silver&Fit logo are trademarks of ASH. Limitations and restrictions may apply. Other names and logos may be trademarks of their respective owners. Kits are subject to change. Participating facilities and fitness chains may vary by location and are subject to change.

Other Providers are available in our network. ASH is an independent and separate company contracted with BCBSAZ Health Choice Pathway to provide health and wellness services to BCBSAZ Health Choice Pathway members. Blue Cross, Blue Shield, 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.

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New for 2023

Value-Based Insurance Design (VBID) Part D Benefit for 2023

BCBSAZ Health Choice Pathway (HMO D-SNP) Members who qualify for Low Income Subsidy (LIS) in 2023 have a \$0 cost sharing for all Part D drugs across all benefit phases.

- Your yearly deductible for all covered Part D drugs is **\$0**.
- Your cost-sharing amount for all other covered Part D drugs is **\$0**.
- Your cost-sharing amount for all covered Part B drugs is **\$0** after being billed to your AHCCCS plan.

Important Message About What You Pay for 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.

Important Message About What You Pay for Insulin

You won't pay more than \$35 for a one-month supply of each insulin product covered by our plan, no matter what cost-sharing tier it's on, even if you haven't paid your deductible.

If you have questions about your prescription drug coverage, please call Member Services at **1-800-656-8991, TTY: 711**, 8 a.m. to 8 p.m., 7 days a week.

Join Our Member Experience Committee!

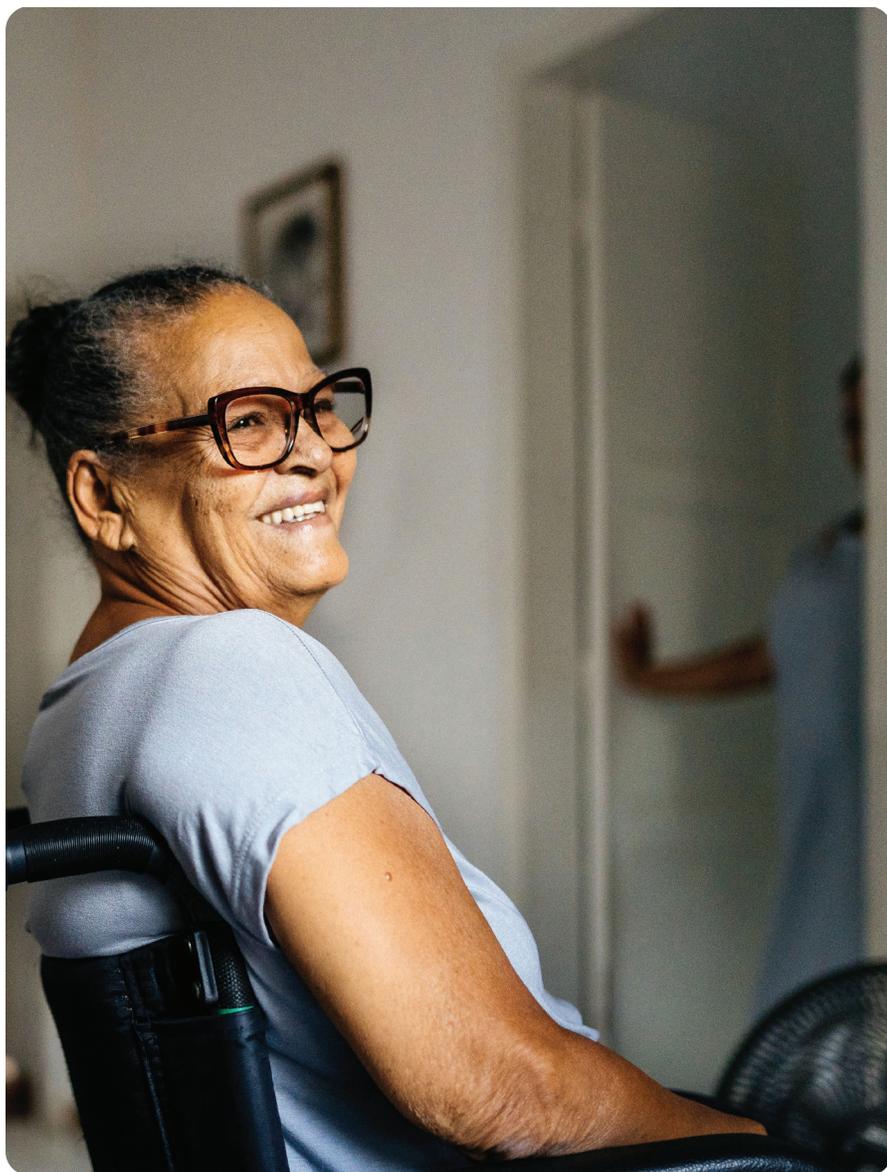
At BCBSAZ Health Choice Pathway, we value member voice and choice. What does that mean? It means all members have the right to voice their opinions and choose how they receive healthcare services to meet their needs.

Help us learn more about your experience as a BCBSAZ Health Choice Pathway member. This way, we can improve how healthcare services are delivered to you. For more information, please call your Health Care Buddy at **1-800-656-8991, TTY: 711**, 8 a.m. to 8 p.m., 7 days a week.



Special Supplemental Benefits for the Chronically III

Members with a chronic health condition are eligible for Special Supplemental Benefits for the Chronically III (SSBCI)



Remote Access Technologies Services

Physicians may be able to remotely take your blood pressure, weight, and monitor glucose as appropriate so that issues such as hypertension or elevated blood sugar can be identified in real time.

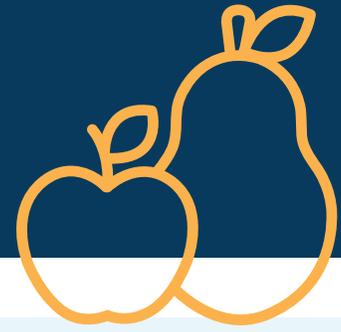
Services provided will be based on the need of the individual and a plan of care developed with the member and their family.

- Connected health devices and remote patient monitoring (RPM) technologies, in association with PCP or specialist intervention
- Connected health devices may enable physicians to monitor you without having to conduct face-to-face appointments

Remote access technology equipment may include, but is not limited to:

- Blood pressure cuff
- Scale
- Non-Medicare covered glucose monitor

To be eligible to receive the benefit(s) listed above, you must be under care management



and have one or more qualifying chronic condition(s):

- Chronic heart failure (CHF)
- Chronic obstructive pulmonary disease (COPD)
- Diabetes
- Post-Acute Sequelae of SARS CoV-2 infection (PASC)/Long COVID

Enhanced Disease Management

Our plan offers additional benefits for certain members at no cost to you.

To be eligible to receive the benefit(s) listed above, you must be under care management and have one or more qualifying chronic condition:

- Complications from chronic heart failure (CHF) and determined to be a high risk for hospitalization

If eligible, a Certified Nurse Aide or Community Health Worker under nurse supervision may conduct in-person/virtual home visits. Information and data are communicated with the member's Primary Care Provider and care team.

Healthy Food and Produce Card

If eligible, our plan offers a prepaid Visa® debit card with a limit of \$30 or \$100 per month to help cover the cost of healthy food items including, but not limited to:

- Fruits & Vegetables
- Appetizers, French Fries, Onion Rings, etc.
- Meats
- Seafood
- Juices
- Prepared Food
- Salty Snacks
- Cookies
- Crackers
- Nuts, Seeds, & Trail Mix
- Dairy
- Whole Eggs & Egg Substitutes
- Yogurt
- Margarine
- Soy & Other Nut Milks
- Ready-to-eat, Soups, Meals, Sandwiches
- Deli – Processed & Fried
- Produce
- Meats
- Meats – Processed
- Seafood
- Bread, Rolls, & Tortillas
- Baking/Cooking Supplies
- Puddings & Gelatin
- Flours, Cornmeal, Nut & Seed Flours, Bread/ Biscuit Mixes
- Sugar (White, Brown, & Powdered)
- Herbs, Spices, & Seasoning
- Oils & Shortening
- Condiments, Sauces, Dips, Mayonnaise, & Salad Dressing
- Tomato/Spaghetti/Alfredo/ Nutritionally Significant Sauce
- Jams, Jellies, Sweet Spreads, Syrup
- Peanut Butter & Other Nut Butters
- Cereal (Hot & Cold), Pancakes, & Waffles
- Breakfast Foods (Toaster Pastries, Cereal Bars, Granola, & Granola Bars)

- Dried Fruit, Fruit Snacks
- Dry Pasta
- Dry Beans
- Rice & Whole Grains
- Dry Mixes – Side Dish Mixes, Dinner Mixes
- Canned/Jar Fruits and Vegetables (including Salsa & Non-processed Beans)
- Prepared Food (Canned Stews, Heat & Eat)
- Soup
- Canned Meat
- Canned Seafood
- Dry and Liquid/ Concentrated Drink Mixes
- Cocoa, Coffee, & Tea (Dry or Liquid)
- Juices (includes Sparkling)
- Juice Blends, Drinks, & Punches (includes Sparkling)
- Bottled Waters
- Enhanced Waters
- Sport Drinks
- Ice
- Sparkling Water

Any unused amount does not roll over to the next month.

To be eligible to receive the \$100 benefit above,

- You must have a claim on file in CY2023 with:
- One or more of the following qualifying chronic conditions:

- Cancer
- Chronic heart failure (CHF)
- Chronic obstructive pulmonary disease (COPD)
- Diabetes
- End Stage Renal Disease (ESRD)
- Hypertension
- Obesity
- Post-Acute Sequelae of SARS CoV-2 infection (PASC)/Long COVID

To be eligible to receive the \$30 benefit above,

- You must have a claim on file in CY2023 with:
- One or more of the following qualifying chronic conditions:
 - Amyotrophic lateral sclerosis (ALS)
 - Aplastic anemia
 - Asthma
 - Bipolar disorders
 - Cardiac arrhythmias
 - Chronic alcohol and other drug dependence
 - Chronic bronchitis
 - Chronic venous thromboembolic disorder
 - Coronary artery disease
 - Dementia
 - Emphysema
 - End-stage liver disease

- Epilepsy
- Extensive paralysis (i.e., hemiplegia, quadriplegia, paraplegia, monoplegia)
- Hemophilia
- HIV/AIDS
- Huntington's disease
- Immune thrombocytopenic purpura
- Major depressive disorders
- Multiple sclerosis
- Myelodysplastic syndrome
- Paranoid disorder
- Parkinson's disease
- Peripheral vascular disease
- Polyarteritis nodosa
- Polymyalgia rheumatica
- Polymyositis
- Polyneuropathy
- Pulmonary fibrosis
- Pulmonary hypertension
- Rheumatoid arthritis
- Schizoaffective disorder
- Schizophrenia
- Sickle-cell disease (excluding sickle-cell trait)
- Spinal stenosis
- Stroke-related neurologic deficit
- Systemic lupus erythematosus

4000 1234

CARD EXPIRES 05/31

MEMBER NAME

VALID ONLY

Note: If you qualify for both benefits you will receive the higher amount of the two benefits. You will not receive both.

Note: If you do not have a claim on file, please schedule your yearly Annual Wellness Visit or Annual Routine Physical with your PCP.

Note: If you are determined to be eligible for the Food and Produce benefit, you will not receive an additional prepaid Visa® debit card in the mail. Your Food and Produce (SSBCI) benefit dollars will be automatically added to your prepaid Visa® debit card received as part of the Flex Card program.

Note: The prepaid Visa® card is co-branded with the OTC Network®. This card is not for use or associated with your Over the Counter (OTC) benefit. Please see Chapter 4, Section 2.1 Benefit chart in your EOC for Over the Counter (OTC) benefit coverage and vendor.

If you feel you meet the criteria and you have not received your prepaid Visa® Flex Card or would like to learn more about this benefit, please call Member Services (phone numbers are printed on the back cover of this booklet) or visit our website at **www.healthchoicepathway.com**.

This benefit is for your use only, may not be sold or transferred, and has no cash value.

General Supports for Living – Transitional Supports (Lodging/Utilities Flex Card)

If eligible, our plan offers a prepaid Visa® debit card with a limit of up to \$1,000 per year to help cover the cost of lodging after an eligible inpatient stay and certain utilities (electric, gas, sanitary, water, and/or telephone service).

To be eligible to receive the benefit(s) listed above,

- You must be actively engaged with BCBSAZ Health Choice Pathway care management
- And have one or more of the following qualifying chronic conditions:
 - Complications from pre-diabetes or diabetes
 - Recent hospitalization for mental illness
 - Recent hospitalization for diabetes or a medical condition worsened by pre-diabetes or diabetes

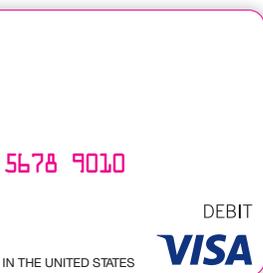
Any unused Flex Card benefit dollars will expire at the end of the year.

Note: If you are determined to be eligible for the Housing and Lodging benefit, you will not receive an additional prepaid Visa® debit card in the mail. Your Housing and Lodging benefit dollars will be automatically added to your prepaid Visa® debit card received as part of the Flex Card program.

Note: The prepaid Visa® card is co-branded with the OTC Network®. This card is not for use or associated with your Over the Counter (OTC) benefit. Please see Chapter 4, Section 2.1 Benefit chart in your EOC for Over the Counter (OTC) benefit coverage and vendor.

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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



**Questions?
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to help!**

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8 a.m. to 8 p.m., 7 days a week
HCHComments@azblue.com
HealthChoicePathway.com

Follow BCBSAZ Health Choice Pathway to stay up to date on our health and well-being programs, community events, and news about how BCBSAZ Health Choice Pathway is working to create the healthiest communities.

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