

NOTICE: BCBSAZ Health Choice Pathway CY2023 Supplemental Benefits and Flex Card Benefit

January 24, 2023

For Contract Year 2023, BCBSAZ Health Choice Pathway HMO D-SNP is offering a number of primary supplemental benefits, including but not limited to Dental, Vision, and Hearing (DVH). Primary coverage for supplemental *dental* benefits will have a \$4,000 allowance. Supplemental *vision* benefits will have a \$450 allowance. Supplemental *hearing* benefits will have a \$2,500 allowance.

In addition to primary supplemental benefits, BCBSAZ Health Choice Pathway HMO D-SNP will be offering members a secondary supplemental benefit for dental, vision and hearing that will include a prepaid Visa® flex card with a combined annual limit of up to \$1,000. **The new flex card benefit is not a replacement for their supplemental dental, vision, or hearing benefits but is an additional amount to be used after exhausting primary coverage.**

BCBSAZ Health Choice Pathway HMO D-SNP members will have the additional funds loaded to their Visa® flex card once they have exceeded one of the DVH allowances. This will be determined by paid claim amounts accumulated by BCBSAZ Health Choice Pathway, **not** billed or invoiced charges. Claim processing can take up to 1-3 weeks from date of service, after which funds will be allocated.

To provide a positive and comprehensive experience for your patient, we need your support. Members will require assistance in determining which services need to be scheduled to fulfill eligibility requirements and which services are qualified for primary and secondary supplemental benefits. The goal is to help the member maximize the use of their available benefits while receiving exceptional care.

If a member pays out-of-pocket *for a service covered by a supplemental benefit*, we ask you to allow them to return for a refund so they can utilize their intended benefit. If you have any questions, please contact Member Services at 1-800-656-8991.

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