

CHOOSE WITH CONFIDENCE

DO  LIFE.

Confidence. Choice. Health.



**ARIZONA**  
DEPARTMENT OF ADMINISTRATION  
HUMAN RESOURCES

# Choose With Confidence. Do Life



**Washington Covena**  
Sr. Strategic Executive



**Stefanie Hill**  
Client Service Manager



**Leticia Joyce**  
On-site Representative



Over 1500 BCBSAZ associates in Arizona  
**dedicated to supporting you.**  
**We're here when you need us.**

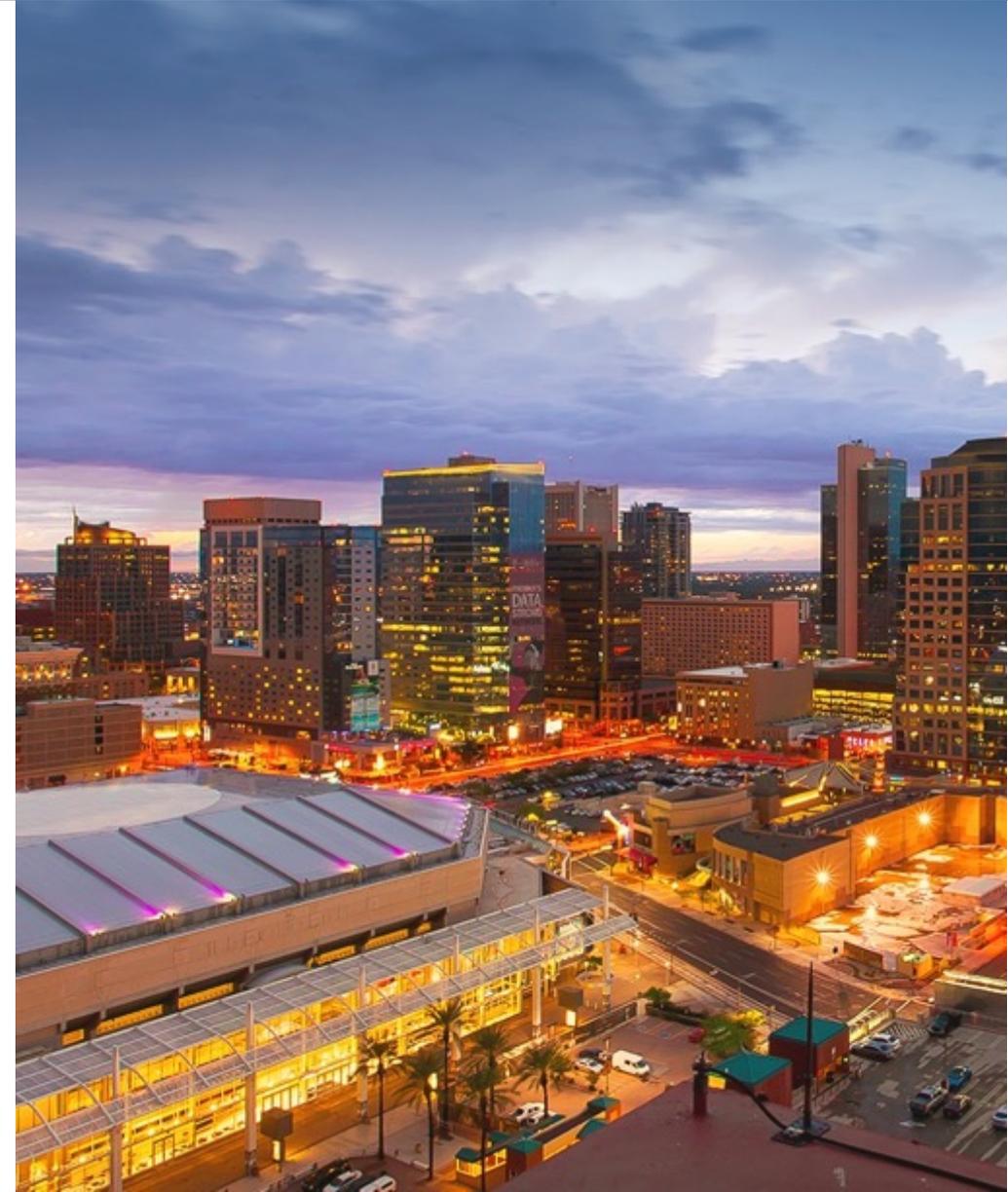
# What we will cover today

## Triple Choice Plan Overview

- How it compares to current plans
- How BCBSAZ Tiering works
- How to search for In-network providers
- Claim example

## HDHP Plan Overview

## What else do you get with your BCBSAZ membership



# 3 tips to consider when you're picking a plan



**Are your doctors and facilities in the lowest costing tier?**

Finding a **doctor, clinic, lab, radiology facility** or **hospital** in your lowest costing tier will help keep your cost lower. If you're considering a BCBSAZ plan, use [azblue.com/stateofaz](https://azblue.com/stateofaz) to find in-network providers.

**What are your health plan needs?**

**If you mostly use your plan for minor needs:**

You may need less coverage if you only see your doctor occasionally for annual checkups, minor illness or injury. Choose lower premium plans to save money.

**If you mostly use your plan for major or frequent care needs:**

To save money overall, consider the plan with higher premiums in exchange for more coverage from the plan.

**What else do I get for my membership?**

Listen for extras offered by BCBSAZ

# Triple Choice Plan

**DO LIFE.**



**ARIZONA**  
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HUMAN RESOURCES

# Triple Choice Plan Basics



BCBSAZ's brand name for the Triple Choice Plan



Indicates provider is in the Tier 1 network\*



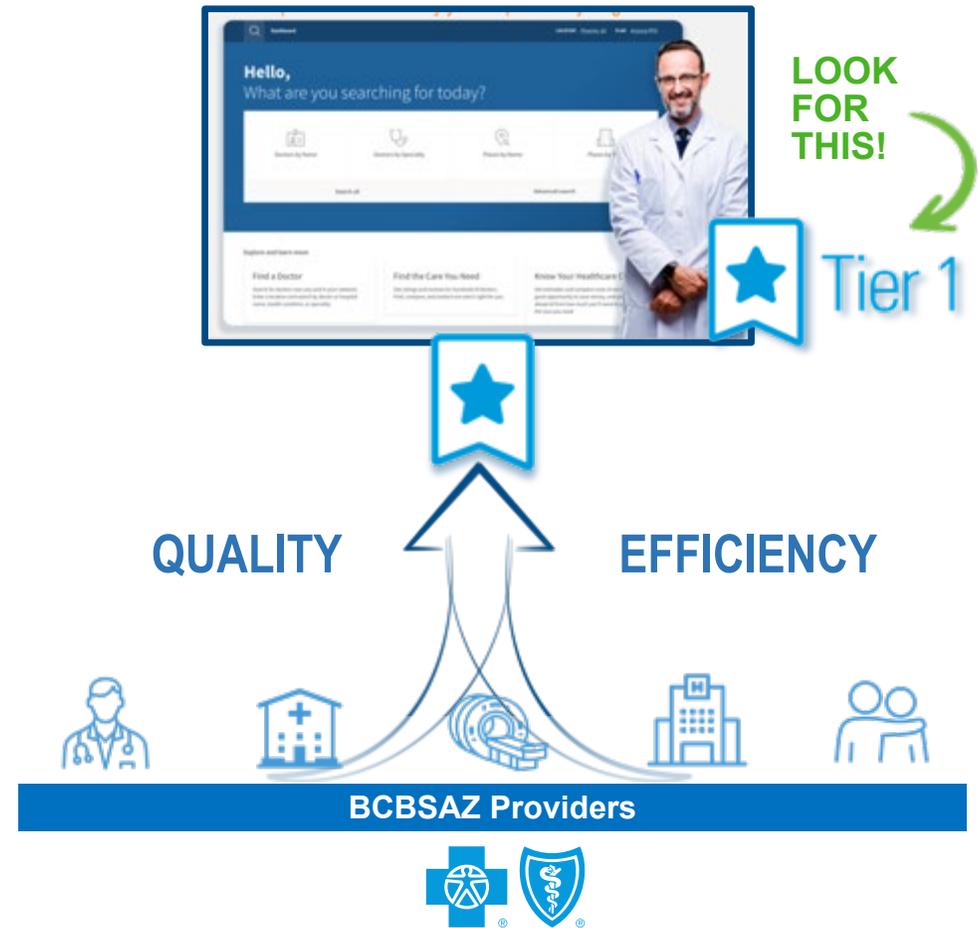
Indicates Center of Excellence  
(Bariatric, Transplant, Spine, Knee & Hip, Spine, Cardiac,  
Cellular Immunotherapy\*)

\*Some in-network hospitals may include both designations

# Why Triple Choice?

## Triple Choice Plan Basics

- ✓ In- *and* out-of-network benefits
- ✓ Preventive care is covered at 100%
- ✓ No PCP/Gatekeeper – *no referrals needed*
- ✓ National network



# Navigating Provider Tiers

The plan offers you **three provider tiers** to choose from

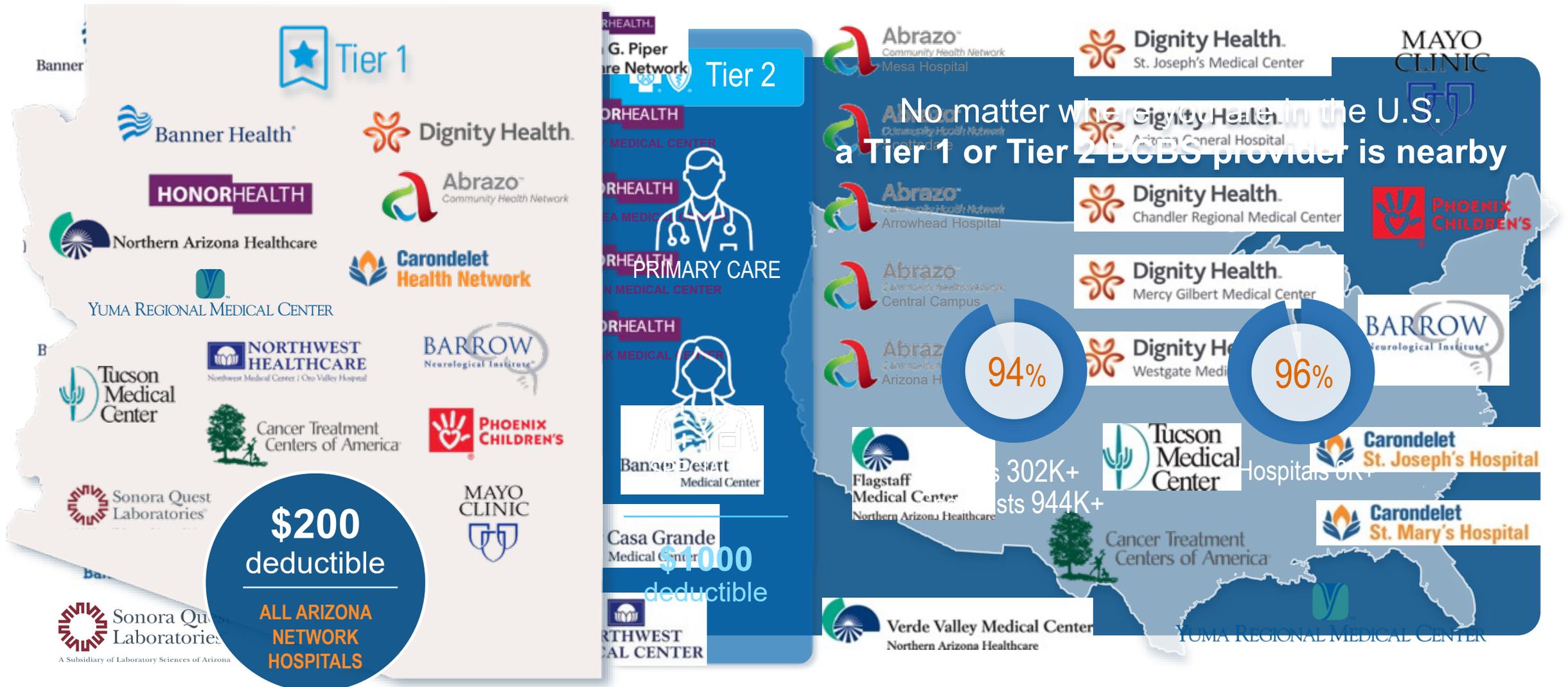
We've made it simple for you to get the most out of your in-network benefits...

<b>Tier 1</b> \$	<b>In-network Providers</b>	Choose doctors and facilities from Tier 1 to get the highest level of benefits.	
<b>Tier 2</b> \$\$	<b>In-network Providers</b>	You receive in-network benefits for using participating network care providers. For some services, you'll pay a higher out-of-pocket cost with a Tier 2 provider vs. Tier 1 provider.	

**Both Tiers are In-Network**

<b>Tier 3</b> \$\$\$	<b>Out-of-network Providers</b>	You will pay the highest cost for using out-of-network providers and may be responsible for paying the full provider billed charges.
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# Navigating Provider Tiers



# Tier 1 Emphasis on Service and Support



Physicians



Urgent Care Centers



Imaging and Diagnostics

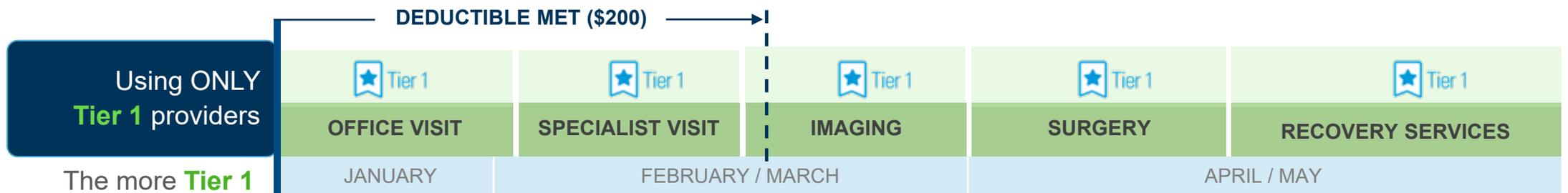
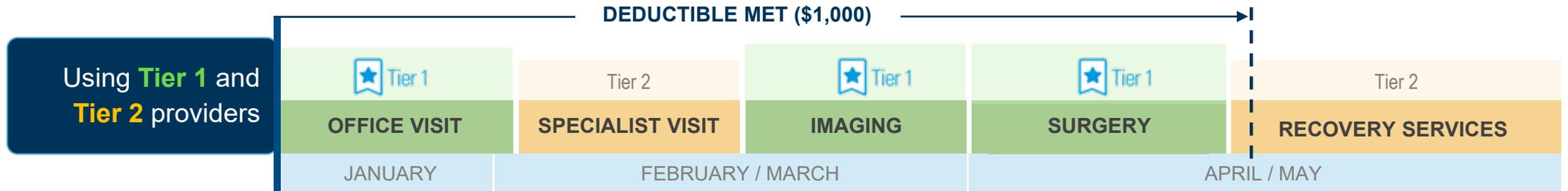
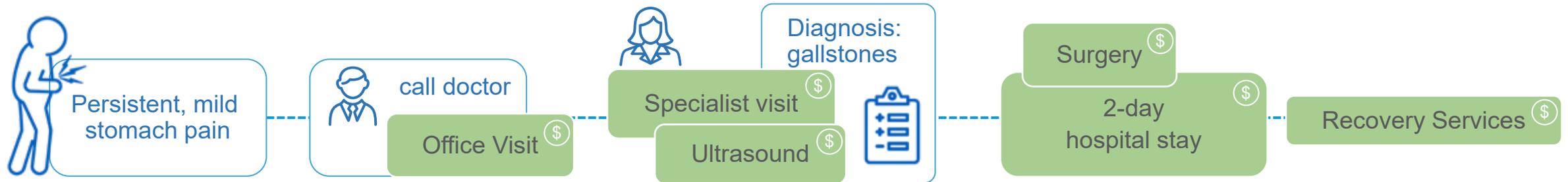


Hospitals  
Inpatient/Outpatient



Rehabilitation  
Mental Health/Substance Use

# Claim Scenarios – Tier 1 & Mixed Tier Use



The more **Tier 1** providers you use, the lower your deductible.

# Finding Network Providers is Easy



Dashboard / Doctors by Specialty / "cardiology" LOCATION Goodyear, AZ

Render Map  
If you are seeing this message in production or a client environment, a configuration needs updated.

Welcome State of Arizona Triple Choice Plan Member  
Your results have been filtered to show Tier 1 providers at the top of this list. These providers can impact the quality of care you receive and the amount you pay. If your provider is not in Tier 1, you have in-network benefits with a Tier 2 PPO network of more than 600,000 network doctors and 6,000 network hospitals in 50 states.

Refine your results  
Miles from starting point  
1 5 25 50 100 150

Patient Age  
All ages

Tiered Networks  
Tier 1 (219)  
Tier 2 (175)

Languages Spoken by Provider  
Arabic (7)  
Chinese (2)  
English (394)  
Flemish Dutch (3)  
French (8)  
[+] Show more

Accepting New Patients  
Accepting New Patients (391)  
Accepting PCP Patients (2)

Show Primary Care Providers  
Eligible PCP Providers (2)

Create Directory Sort: Tiers

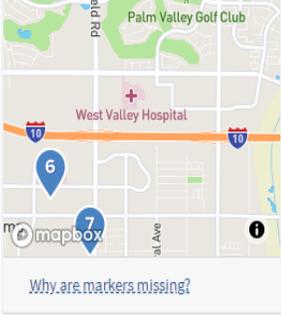
Rosetti, Mihaela T, MD  
Interventional Cardiology  
13677 W McDowell Rd  
Goodyear, AZ 85395  
0.4 miles Get directions  
More locations  
(623) 583-2073  
Call for Office Hours  
Accepting new patients  
Admitting Privileges (1)  
Tier 1

Aslamy, Wazhma, MD  
Cardiovascular Disease  
★★★★☆ (2)  
Tier 1

We welcome your feedback. Open survey

# Finding In-Network Tier 2 Providers

Dashboard / Doctors by Specialty / "cardiology" LOCATION Goodyear, AZ 85395



Why are markers missing?

**Refine your results**

Miles from starting point

1 5 25 50 100 150

**Patient Age**

All ages

**BluePreferred Care/Triple Choice**

- Tier 1 (226)
- Tier 2 (177)

**Languages Spoken by Provider**

- Arabic (3)
- English (177)
- Flemish Dutch (2)
- French (5)
- German (3)

[+] Show more

**Accepting New Patients**

- Accepting New Patients (175)

**Makki, Hassan S, DO** Tier 2

Cardiovascular Disease

1 2970 N Litchfield Rd  
Ste 110  
Goodyear, AZ 85395  
1.4 miles [Get directions](#)  
[More locations](#)

(602) 824-4400  
<http://physiciangroupaz.com>  
Call for Office Hours  
Accepting new patients  
[Admitting Privileges \(1\)](#)  
Quality Reports

**Nafisi, Sina, MD**

Cardiovascular Disease, Interventional Cardiology

2 2970 N Litchfield Rd  
Ste 110  
Goodyear, AZ 85395  
1.4 miles [Get directions](#)  
[More locations](#)

(602) 234-0004  
<http://physiciangroupaz.com>  
Call for Office Hours  
Accepting new patients  
[Admitting Privileges \(1\)](#)  
Quality Reports

**Akkad, Zaher, MD** Tier 2

Cardiovascular Disease

Tier 2

# New Triple Choice Plan ID Card



BluePreferred Care logo  
BCBSA brand name for the Triple Choice Plan.

State of Arizona

Member demographic information

Group Number

The front of the ID card features the BlueCross BlueShield Arizona logo on the left, the BluePreferred Care logo in the center, and the ARIZONA logo on the right. Below the logos, the card displays member information: Member Name (Member Name), Member ID (XYZ123456789), and Group No. (030855). It also lists dependent names (Dependent One, Two, Three) and copay amounts for various services: Rx Copay, Level 1/Level 2 (\$15/\$40), Level 3 (\$60), Tier 1 Deductible (\$200/\$400), Tier 2 Deductible (\$1000/\$2000), Inpatient Copay (\$250), PCP/Specialist Copay (\$20/\$40), and UC Copay/ER Access Fee (\$75/\$200). At the bottom, it notes that the Arizona Department of Administration has hired MedImpact for pharmacy claims and customer service, and includes a PPO suitcase icon.

Deductibles for Tier 1 and Tier 2 Shown first.  
Note informing copays apply after deductible.  
Followed by most common copays.

PPO suitcase is National BlueCard indicator for members using in-network providers in other states.

The back of the ID card features the BlueCross BlueShield Arizona logo on the left. It includes the website azblue.com/member, customer service contact information (1-866-287-1980), and details on how to locate a BCBS Network provider. It also lists contact numbers for the 24/7 Nurse Line (1-866-422-2729), Chiropractic Benefits (1-800-678-9133), and MedImpact Pharmacy (1-888-648-6769). The card provides the address for Blue Cross Blue Shield of Arizona (P.O. Box 2924, Phoenix, AZ 85062-2924) and notes that it is an independent licensee of the Blue Cross and Blue Shield Association. At the bottom, it identifies MedImpact as the pharmacy benefits administrator (PBA) and provides their contract information (RPO#: 28514, BA #: 110385).

PBM

PBM RX BIN  
PBM PCN

# High Deductible Health Plan

**DO LIFE.**



# Save More With BCBSAZ HDHP



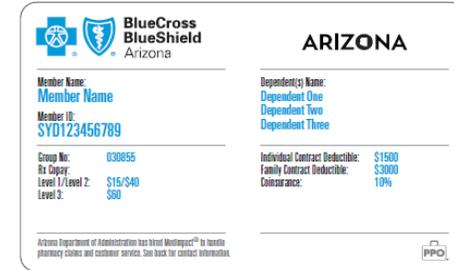
**Triple Choice Plan**  
Lower deductible, higher monthly premiums



**HDHP**  
High deductible, lower monthly premiums



**Health Savings Account**



## Why Choose the BCBSAZ HDHP?

### Large National Network of Providers

The more you use network providers the more you save

### Discounts Matter

Pay the least amount for your care with your HSA Funds

With BCBSAZ you pay on average \$0.35 per dollar for claims

Enjoy the Advantage of a Local and Dedicated Service Team

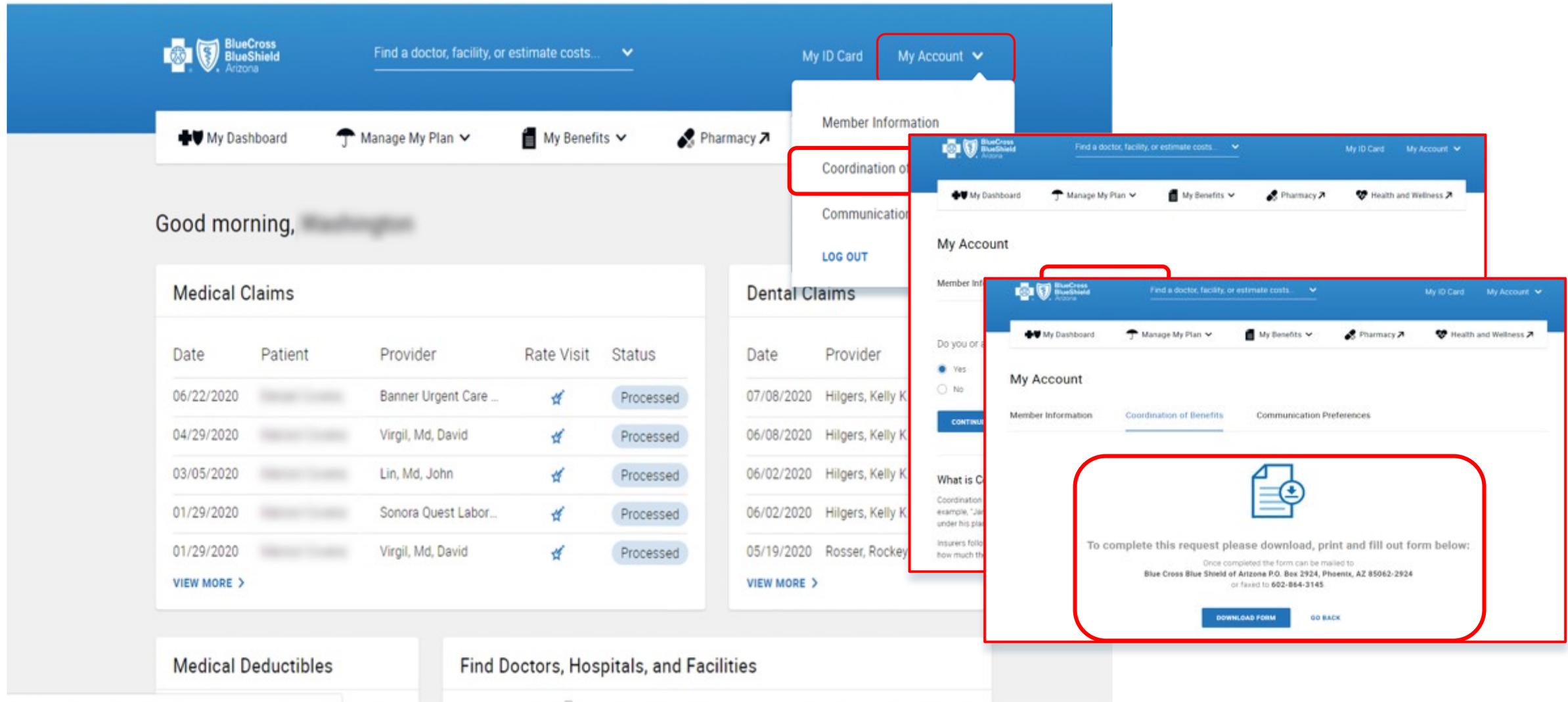


# Accessing OptumBank HSA Accounts



The screenshot shows the BlueCross BlueShield Arizona website interface. The top navigation bar includes the logo, a search bar for doctors and costs, and links for 'My ID Card' and 'My Account'. Below this is a secondary navigation bar with 'My Dashboard', 'Manage My Plan', 'My Benefits', 'Pharmacy', and 'Health and Wellness'. The 'Manage My Plan' dropdown menu is open, showing options like 'Claims', 'Deductibles & Out-of-Pocket', 'HSA Account', 'Appeals and Grievances', and 'Forms'. The 'HSA Account' option is highlighted with a red box. Below the dropdown is a 'Medical Claims' table with columns for Date, Patient Name, and Rate Visit. The table lists several claims from 2020, including one for David Virgil and one for John Lin. A 'VIEW MORE' link is at the bottom of the table. Below the table are sections for 'Medical Deductibles' and 'Find Doctors, Hospitals'. An inset window shows the OptumBank website, which has a search bar and navigation links. The main content of the inset is a 'Welcome to Optum Bank' message with a sign-in form. The sign-in form has a 'Select type' dropdown and a 'GO' button. Below the sign-in form is a 'Register for your HealthSafe ID' link. At the bottom of the inset, there is a section titled 'Don't have an HSA?' with an 'ENROLL TODAY' button and a link to learn more about HSA benefits.

# COB Update process for new members



Good morning, **[Redacted]**

### Medical Claims

Date	Patient	Provider	Rate Visit	Status
06/22/2020	[Redacted]	Banner Urgent Care ...	★	Processed
04/29/2020	[Redacted]	Virgil, Md, David	★	Processed
03/05/2020	[Redacted]	Lin, Md, John	★	Processed
01/29/2020	[Redacted]	Sonora Quest Labor...	★	Processed
01/29/2020	[Redacted]	Virgil, Md, David	★	Processed

[VIEW MORE >](#)

### Dental Claims

Date	Provider
07/08/2020	Hilgers, Kelly K
06/08/2020	Hilgers, Kelly K
06/02/2020	Hilgers, Kelly K
06/02/2020	Hilgers, Kelly K
05/19/2020	Rosser, Rocky

[VIEW MORE >](#)

### My Account

Member Information | **Coordination of Benefits** | Communication Preferences

Do you or your dependent have another health plan?

Yes  
 No

[CONTINUE](#)

**What is COB?**  
Coordination of Benefits (COB) is a process that determines which health plan is the primary payer for a member. For example, "Joe" is under his plan. Insurers follow a set of rules to determine how much they will pay for a claim.

To complete this request please download, print and fill out form below:

Once completed the form can be mailed to  
**Blue Cross Blue Shield of Arizona P.O. Box 2924, Phoenix, AZ 85062-2924**  
or faxed to 602-864-3145.

[DOWNLOAD FORM](#) [GO BACK](#)

What else do you get  
with your membership?

**DO LIFE.**



# What else do you get?

## Virtual Visits

Reach us anytime,  
anywhere through our  
telehealth platform

Board certified providers

For COVID-19 and  
standard urgent care needs



24/7  
ACCESS

Fast, convenient  
healthcare without  
the waiting room

Visit with a physician,  
counselor or psychiatrist  
from your computer,  
smart phone or tablet

Avoid exposure risk of  
healthcare facility



# What else do you get?

## Centers of Excellence

Facilities designated by  
BCBS Blue Distinction  
quality recognition program

**BlueDistinction.**  
Specialty Care

1-866-287-1980 | [azblue.com/stateofaz](http://azblue.com/stateofaz)



**Knee and hip  
replacement**  
750 facilities, 9 in AZ



**Bariatric  
surgery**  
400 facilities, 10 in AZ



**Cardiac  
care**  
450 facilities, 2 in AZ



**Spine surgery**  
400 facilities, 7 in AZ



**Transplants**  
125 facilities, 3 in AZ



**Maternity care**  
1,100 facilities, 16 in AZ

### *New Centers*

Fertility  
Care

Cellular  
Immunotherapy

Gene  
Therapy

Substance Use  
Treatment and Recovery

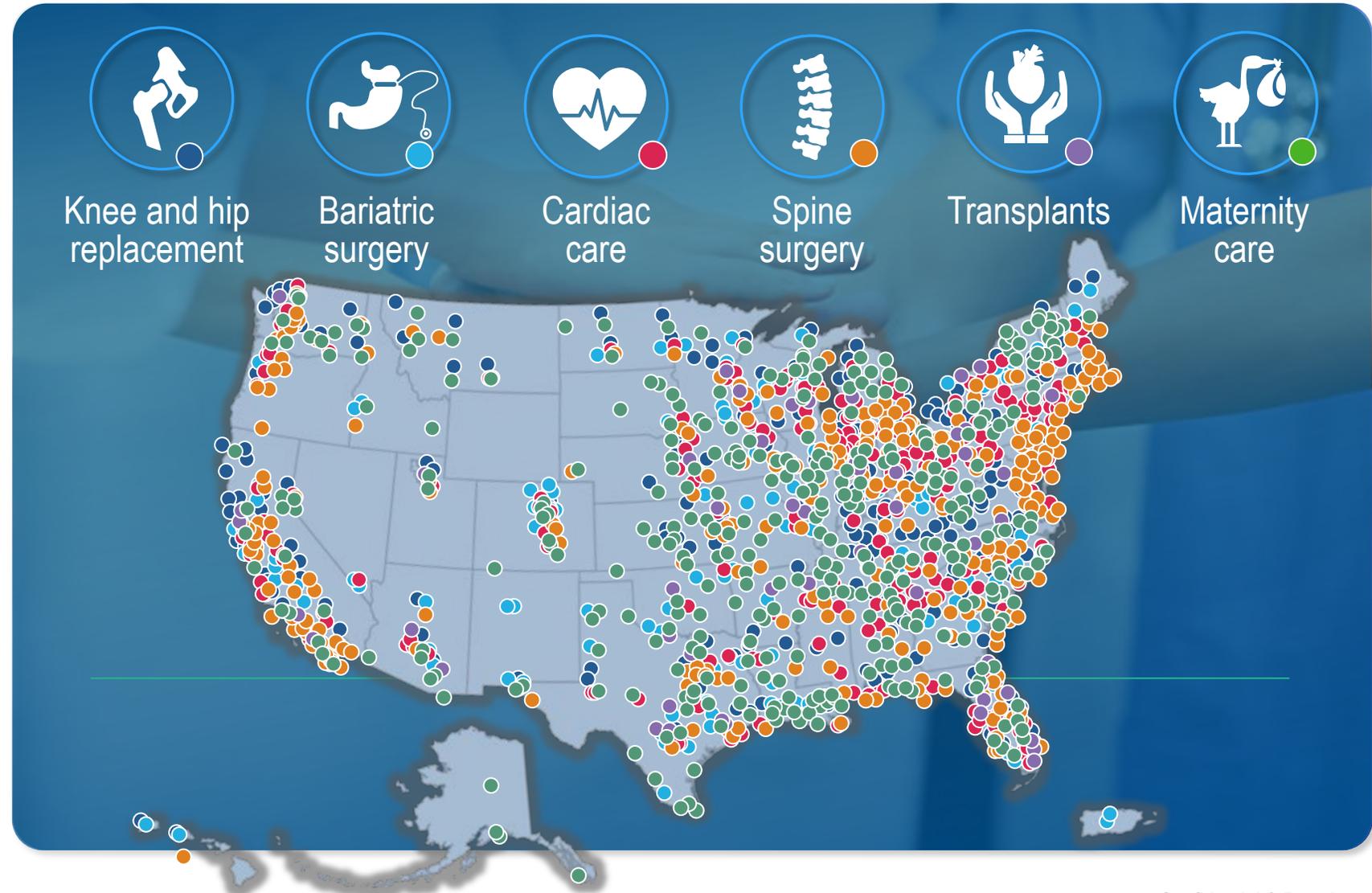
# What else do you get?

## Centers of Excellence

Facilities designated by  
BCBS Blue Distinction  
quality recognition program

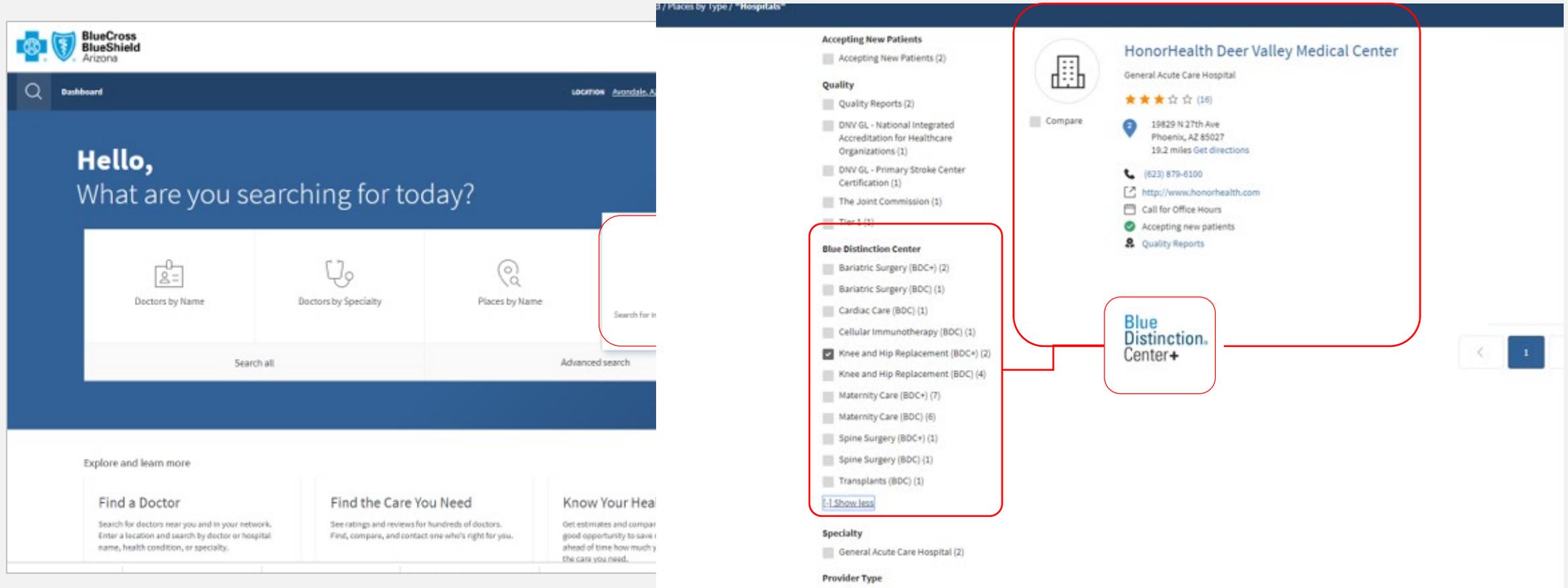
BlueDistinction.  
Specialty Care

1-866-287-1980 | [azblue.com/stateofaz](http://azblue.com/stateofaz)



# What else do you get?

## How To Find BlueDistinction Centers



The screenshot shows the BlueCross BlueShield Arizona website interface. On the left, a search dashboard includes a search bar and three main filters: "Doctors by Name", "Doctors by Specialty", and "Places by Name". Below these are "Search all" and "Advanced search" buttons. On the right, a list of filters is displayed, including "Accepting New Patients", "Quality", and "Blue Distinction Center". The "Blue Distinction Center" filter is expanded, showing a list of categories such as "Bariatric Surgery (BDC+)", "Cardiac Care (BDC)", "Knee and Hip Replacement (BDC+)", and "Transplants (BDC)". A red box highlights this list, and a callout box points to a "Blue Distinction Center+" icon. To the right of the filters, the profile for "HonorHealth Deer Valley Medical Center" is shown, including its address, phone number, website, and a "Compare" button. A red box highlights the hospital profile, and a callout box points to the "Blue Distinction Center+" icon.

# What else do you get?

## Condition Management Services



Diabetes  
Support



Asthma  
Support



Heart Failure



COPD



Bone and Joint  
Pain Management

**Food as Medicine at no additional cost to help support your journey**



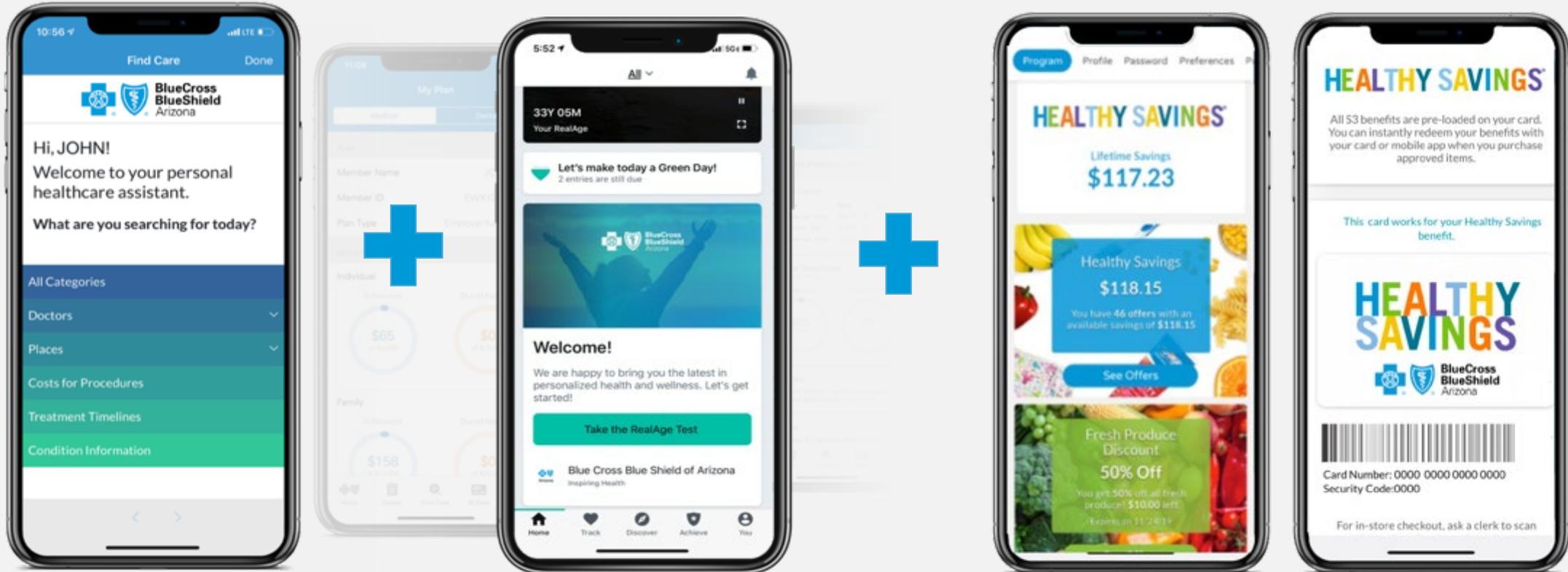
**SUN BASKET**



**REAL FOOD, UNREAL FLAVOR**  
Chef-crafted, dietitian-approved meals.  
Rated #1 by Epicurious.

# What else do you get?

## Your Health Plan in the Palm of Your Hand

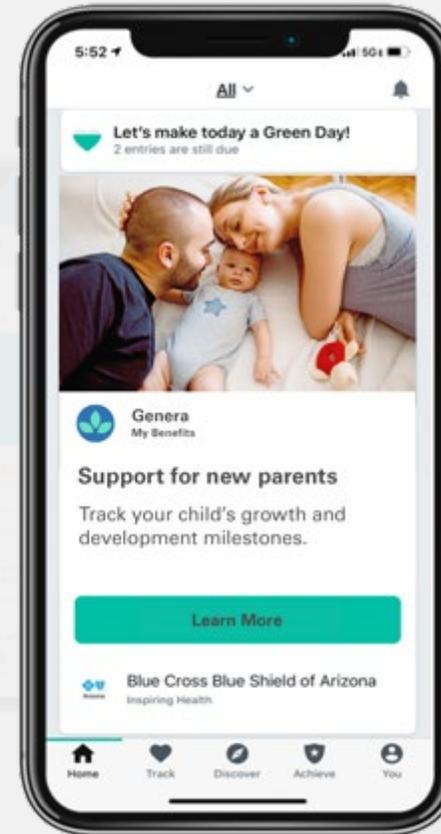
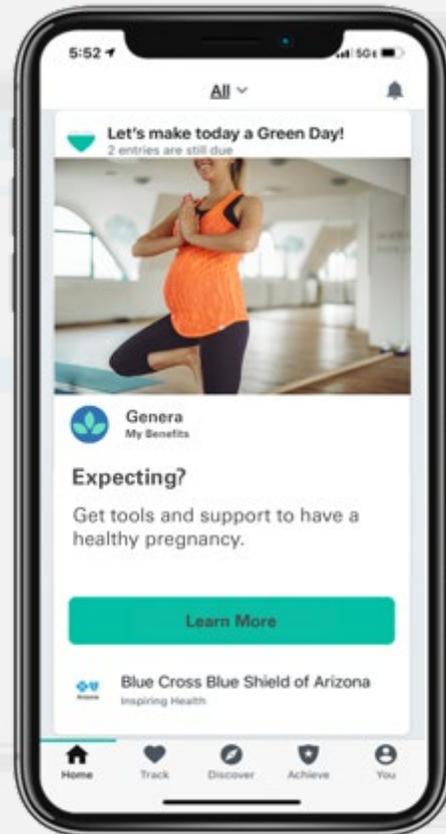
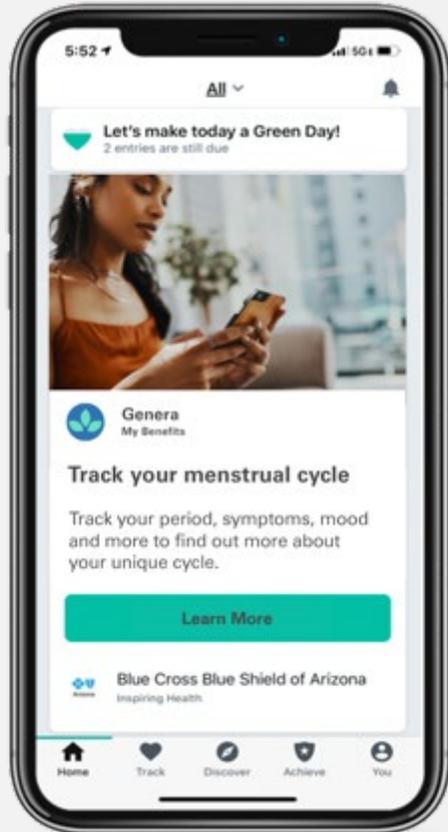


  
Personalized Wellness  
Engagement Platform

  
Up to 15% savings on groceries

# What else do you get?

## Your Health Plan in the Palm of Your Hand



# What else do you get?



SUN BASKET

Food delivery at discounted or no cost

**REAL FOOD, UNREAL FLAVOR**

Chef-crafted, dietitian-approved meals.

Rated #1 by Epicurious.



## Two unique Weight Loss and Movement Coaching Programs



natura)(y)slim®

Loose Weight, Not Pleasure.

**IINSPIRATIONAL RESULTS**

Learn how to lose weight by changing how you eat instead of what you eat.



**Real  
Appeal**

A Program Built to  
Help You Succeed

Weight loss coaches  
focused on you

Applying the science, guiding  
your journey and supporting  
your every step.

# What else do you get?

Premier member discounts on health and wellness products / services



- ✓ BCBS partners with retailers and manufacturers to provide discounts to Blue365 members
- ✓ Year-round discounts on gym memberships, fitness gear, healthy eating options and more

**\$88M+**  
ANNUAL MEMBER SAVINGS

Make living well more affordable



# Thank You

Welcome to Blue

1-866-287-1980

[azblue.com/stateofaz](https://azblue.com/stateofaz)

