



# Arizona Technology Council (AZTC) Medical and Dental Plan Product Guide

**2021 PLANS**

EMPLOYERS WITH  
2+ EMPLOYEES

# WE'RE HERE TO HELP

If you are a current member of Arizona Technology Council (AZTC), let us help you determine if our association health plan (AHP) is right for you and your employees. If you are not a member, reach out to us to learn about the benefits of AZTC.



An Independent Licensee of the Blue Cross Blue Shield Association



## INSURANCE QUESTIONS:

[AZTC@dimarinc.com](mailto:AZTC@dimarinc.com)

1-800-488-8277

## MEMBERSHIP:

[membership@aztechcouncil.org](mailto:membership@aztechcouncil.org)

Phoenix: 602-343-8324

Tucson: 520-388-5761

## About association health plans (AHPs)

When multiple small businesses join together as one association, they can take advantage of affordable health plans to help attract and retain top talent. Blue Cross® Blue Shield® of Arizona (BCBSAZ) has created unique plans that are available only to AZTC members.

### These plans provide:

**Access**—Statewide network, including the Mayo Clinic, with exclusive network options in Maricopa and Pima counties

**Service**—Local customer service for care and claims support

**Flexibility**—Coverage available for businesses with as few as two employees

## Network options for higher net savings

Network choice provides access to quality care and is a key money-saver for employers and employees alike.

- Choosing a smaller network helps lower employees' premiums
- Staying in-network lowers costs for medical services
- Knowing limits on out-of-network services helps control costs

## Telehealth

Employees can visit with a doctor, counselor, or psychiatrist any day, anytime, anywhere—from their smartphone, computer, or tablet using **BlueCare Anywhere<sup>SM</sup>**. Telehealth services are integrated into the medical plan benefits as copays for PPO plans and are subject to deductible and coinsurance for HSA-qualified PPO plans.



This is only a brief summary of the benefit plans and is designed to help compare features of different plans. More detailed information about benefits, cost share, exclusions, and limitations is in the benefit plan booklets and plan Summary of Benefits and Coverage (SBC), which are available on request. If the terms of this summary differ from the terms of the benefit plan booklets, the terms of the booklets control and apply.

Cost-share amounts are for covered services by providers in the plan's network. Services by out-of-network providers are subject to higher cost-share amounts. All plans are subject to the exclusions and limitations on page 10.

For certain covered preventive medications and items, the cost-share is waived for the generic version of the medication or item and the member pays applicable cost-share for the brand-name version of the medication or item.

## PLAN OPTIONS

### PPO and HSA-Qualified PPO Plans

- A wide selection of primary care providers (PCPs) and specialists
- No requirement to have an assigned PCP or get referrals before seeing a specialist
- Access to healthcare when traveling or vacationing out of state, with the BlueCard® network
- Out-of-network care covered, but at a higher cost

NETWORKS	PROVIDER AFFILIATIONS
<b>Statewide</b> (Statewide)	Affiliations statewide
<b>Alliance</b> (Maricopa County)	Banner Health and HonorHealth
<b>PimaConnect</b> (Pima County)	Tucson Medical Center and Northwest Healthcare

### All plans offer coverage for most common healthcare needs, such as:

- Doctor visits
- Prescriptions
- Urgent care and ER visits
- Virtual visits using BlueCare Anywhere<sup>1</sup>
- Surgeries
- Preventive care at \$0 out-of-pocket cost from in-network providers

<sup>1</sup>Virtual visits do not provide emergency care. In an identified or probable emergency, the virtual visit provider will direct the patient to seek emergency care.



	PPO 100   \$5,000	PPO 100   \$7,900	PPO 90   \$500	PPO 90   \$1,000	PPO 80   \$500	PPO 80   \$750
<b>Overall Deductible</b>	\$5,000/ member \$10,000/ family	\$7,900/ member \$15,800/ family	\$500/ member \$1,000/ family	\$1,000/ member \$2,000/ family	\$500/ member \$1,000/ family	\$750/ member \$1,500/ family
<b>Provider Networks Available</b>	Statewide, Alliance, Pima Connect	Statewide, Alliance, Pima Connect	Statewide, Alliance, Pima Connect	Statewide, Alliance, Pima Connect	Statewide, Alliance, Pima Connect	Statewide, Alliance, Pima Connect
<b>Coinsurance (Member)</b>	0%	0%	10%	10%	20%	20%
<b>Out-of-Pocket Maximum</b>	\$5,000/ member \$10,000/ family	\$7,900/ member \$15,800/ family	\$3,500/ member \$7,000/ family	\$4,000/ member \$8,000/ family	\$4,000/ member \$8,000/ family	\$4,250/ member \$8,500/ family
<b>Primary Care (PCP) Visit</b>	\$30	\$30	\$20	\$20	\$25	\$25
<b>Specialist Visit</b>	\$60	\$60	\$40	\$40	\$50	\$50
<b>Urgent Care</b>	\$50	\$50	\$50	\$50	\$50	\$50
<b>Emergency Room Visit</b>	\$400	\$400	\$300	\$300	\$350	\$350
<b>Emergency Transportation/ Ambulance</b>	No charge after deductible	No charge after deductible	10% coinsurance	10% coinsurance	20% coinsurance	20% coinsurance
<b>Rx Tier</b> 1 / 2 / 3 / 4	\$15/\$45/ \$75/\$130	\$15/\$45/ \$75/\$130	\$15/\$45/ \$75/\$130	\$15/\$45/ \$75/\$130	\$15/\$45/ \$75/\$130	\$15/\$45/ \$75/\$130
<b>Specialty Drug</b> Level A / B / C / D	\$60/\$110/ \$160/\$210	\$60/\$110/ \$160/\$210	\$60/\$110/ \$160/\$210	\$60/\$110/ \$160/\$210	\$60/\$110/ \$160/\$210	\$60/\$110/ \$160/\$210

Cost-share amounts are for covered services by providers in the plan's network. Services by out-of-network providers are subject to higher cost-share amounts. All plans are subject to the exclusions and limitations on page 10.



	PPO 80   \$1,000	PPO 80   \$1,500	PPO 80   \$2,000	PPO 80   \$2,500	PPO 80   \$3,000	PPO 80   \$4,000
<b>Overall Deductible</b>	\$1,000/ member \$2,000/ family	\$1,500/ member \$3,000/ family	\$2,000/ member \$4,000/ family	\$2,500/ member \$5,000/ family	\$3,000/ member \$6,000/ family	\$4,000/ member \$8,000/ family
<b>Provider Networks Available</b>	Statewide, Alliance, Pima Connect	Statewide, Alliance, PimaConnect	Statewide, Alliance, Pima Connect	Statewide, Alliance, PimaConnect	Statewide, Alliance, PimaConnect	Statewide, Alliance, PimaConnect
<b>Coinsurance (Member)</b>	20%	20%	20%	20%	20%	20%
<b>Out-of-Pocket Maximum</b>	\$4,500/ member \$9,000/ family	\$5,000/ member \$10,000/ family	\$5,500/ member \$11,000/ family	\$5,500/ member \$11,000/ family	\$5,750/ member \$11,500/ family	\$6,000/ member \$12,000/ family
<b>Primary Care (PCP) Visit</b>	\$25	\$25	\$25	\$25	\$30	\$30
<b>Specialist Visit</b>	\$50	\$50	\$50	\$50	\$60	\$60
<b>Urgent Care</b>	\$50	\$50	\$50	\$50	\$50	\$50
<b>Emergency Room Visit</b>	\$350	\$350	\$350	\$350	\$400	\$400
<b>Emergency Transportation/ Ambulance</b>	20% coinsurance	20% coinsurance	20% coinsurance	20% coinsurance	20% coinsurance	20% coinsurance
<b>Rx Tier</b> 1 / 2 / 3 / 4	\$15/\$45/ \$75/\$130	\$15/\$45/ \$75/\$130	\$15/\$45/ \$75/\$130	\$15/\$45/ \$75/\$130	\$15/\$45/ \$75/\$130	\$15/\$45/ \$75/\$130
<b>Specialty Drug</b> Level A / B / C / D	\$60/\$110/ \$160/\$210	\$60/\$110/ \$160/\$210	\$60/\$110/ \$160/\$210	\$60/\$110/ \$160/\$210	\$60/\$110/ \$160/\$210	\$60/\$110/ \$160/\$210

Cost-share amounts are for covered services by providers in the plan's network. Services by out-of-network providers are subject to higher cost-share amounts. All plans are subject to the exclusions and limitations on page 10.



	PPO 80   \$5,000	PPO 80   \$6,000	PPO 70   \$1,000	PPO 70   \$2,000	PPO 70   \$3,000
<b>Overall Deductible</b>	\$5,000/ member \$10,000/ family	\$6,000/ member \$12,000/ family	\$1,000/ member \$2,000/ family	\$2,000/ member \$4,000/ family	\$3,000/ member \$6,000/ family
<b>Provider Networks Available</b>	Statewide, Alliance, PimaConnect	Statewide, Alliance, PimaConnect	Statewide, Alliance, PimaConnect	Statewide, Alliance, PimaConnect	Statewide, Alliance, PimaConnect
<b>Coinsurance (Member)</b>	20%	20%	30%	30%	30%
<b>Out-of-Pocket Maximum</b>	\$6,250/ member \$12,500/ family	\$7,250/ member \$14,500/ family	\$4,500/ member \$9,000/ family	\$5,500/ member \$11,000/ family	\$5,750/ member \$11,500/ family
<b>Primary Care (PCP) Visit</b>	\$30	\$30	\$25	\$25	\$30
<b>Specialist Visit</b>	\$60	\$60	\$50	\$50	\$60
<b>Urgent Care</b>	\$50	\$50	\$50	\$50	\$50
<b>Emergency Room Visit</b>	\$400	\$400	\$350	\$350	\$400
<b>Emergency Transportation/ Ambulance</b>	20% coinsurance	20% coinsurance	30% coinsurance	30% coinsurance	30% coinsurance
<b>Rx Tier</b> 1 / 2 / 3 / 4	\$15/\$45/ \$75/\$130	\$15/\$45/ \$75/\$130	\$15/\$45/ \$75/\$130	\$15/\$45/ \$75/\$130	\$15/\$45/ \$75/\$130
Specialty Drug Level A / B / C / D	\$60/\$110/ \$160/\$210	\$60/\$110/ \$160/\$210	\$60/\$110/ \$160/\$210	\$60/\$110/ \$160/\$210	\$60/\$110/ \$160/\$210

Cost-share amounts are for covered services by providers in the plan's network. Services by out-of-network providers are subject to higher cost-share amounts. All plans are subject to the exclusions and limitations on page 10.





	HSA 80   \$1,500*	HSA 80   \$3,000	HSA 80   \$4,500	HSA 100   \$3,500	HSA 100   \$6,900
<b>Overall Deductible</b>	\$1,500/ member \$3,000/family	\$3,000/ member \$6,000/family	\$4,500/ member \$9,000/family	\$3,500/ member \$7,000/family	\$6,900/ member \$13,800/family
<b>Provider Networks Available</b>	Statewide, Alliance, PimaConnect	Statewide, Alliance, PimaConnect	Statewide, Alliance, PimaConnect	Statewide, Alliance, PimaConnect	Statewide, Alliance, PimaConnect
<b>Coinsurance (Member)</b>	20%	20%	20%	0%	0%
<b>Out-of-Pocket Maximum</b>	\$4,500/ member \$9,000/family	\$5,000/ member \$10,000/family	\$5,500/ member \$11,000/family	\$3,500/ member \$7,000/family	\$6,900/ member \$13,800/family
<b>Primary Care (PCP) Visit</b>	20% after deductible	20% after deductible	20% after deductible	No charge after deductible	No charge after deductible
<b>Specialist Visit</b>	20% after deductible	20% after deductible	20% after deductible	No charge after deductible	No charge after deductible
<b>Urgent Care</b>	20% after deductible	20% after deductible	20% after deductible	No charge after deductible	No charge after deductible
<b>Emergency Room Visit</b>	20% after deductible	20% after deductible	20% after deductible	No charge after deductible	No charge after deductible
<b>Emergency Transportation/ Ambulance</b>	20% after deductible	20% after deductible	20% after deductible	No charge after deductible	No charge after deductible
<b>Rx Tier 1 / 2 / 3 / 4</b>	20% after deductible	20% after deductible	20% after deductible	No charge after deductible	No charge after deductible
Specialty Drug Level A / B / C / D	20% after deductible	20% after deductible	20% after deductible	No charge after deductible	No charge after deductible

\* The member deductible applies only to an individual or self-only plan purchase. A member with any covered dependent(s) must meet the family deductible. The family deductible must be met by one or more of the covered members before coinsurance applies.

Cost-share amounts are for covered services by providers in the plan's network. Services by out-of-network providers are subject to higher cost-share amounts. All plans are subject to the exclusions and limitations on page 10.



# HELPFUL TERMS AND DEFINITIONS

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## Allowed Amount

This is the amount of reimbursement that doctors, hospitals, or other healthcare providers who are in the network have agreed to accept for a covered service. Example: A doctor may normally charge \$100 for a particular service. But he has an agreement with the plan to accept only \$80 as reimbursement for that service. \$80 is the “allowed amount.” The allowed amount includes any amount paid by the plan, plus any amount the member pays as a cost share, including copays and deductibles.

## Balance Bill

This is the difference between the BCBSAZ allowed amount and a noncontracted provider’s billed charge. Anytime a member sees a non-contracted provider, the member is responsible for the balance bill. Any amounts paid for balance bills do not count toward any deductible, coinsurance, or out-of-pocket limit.

## Business Size Definitions

These plans are offered to employers who are members of AZTC and are considered large for purposes of the Affordable Care Act (ACA)—the average number of total employees on business days during the previous calendar year is 51 or more.

## Emergency Services

For emergency services, members will pay their in-network cost share, even if services are received from out-of-network providers. In the event a provider’s billed charges exceed the allowed amount, balance billing will apply.

## Out-of-Pocket Costs

These are expenses for medical care that aren’t reimbursed by insurance. Out-of-pocket costs include deductibles, coinsurance, and copayments for covered services, plus all costs for services that aren’t covered. Not all out-of-pocket expenses are applied to the plan’s maximum out-of-pocket benefit.

## Precertification

Some services and medications require precertification (sometimes referred to as prior authorization). Except for emergencies, urgent care, and maternity admissions, precertification is always required for inpatient admissions (acute care, behavioral health, long-term acute care, extended active rehabilitation, and skilled nursing facilities), home health services, and most specialty medications. Precertification may be required for other covered services and medications.

## Prescriptions and Medications

BCBSAZ applies limitations to certain prescription medications obtained through the pharmacy benefit. A complete formulary of covered medications and limitations is available online at [azblue.com](http://azblue.com) or by calling BCBSAZ. These limitations include, but are not limited to, prior authorization, quantity, age, gender, dosage, and frequency of refill limitations. Plans are also subject to:

- A step therapy program that requires members to take preferred products, including but not limited to the generic version of certain medications, before BCBSAZ and or the pharmacy benefit manager will consider coverage of the brand-name version of that medication
- A preferred generics program. This means that when a member or provider selects a brand product when a generic product is available, the member will be responsible for their copay and any applicable deductible plus the cost difference between the brand and generic product. Exceptions are made only when the member is approved for the brand-name medication through the step therapy program or if BCBSAZ prefers the brand product over the generic product. No additional exceptions to this cost-sharing amount will be made.

BCBSAZ prescription medication limitations are subject to change at any time without prior notice.

# MEDICAL EXCLUSIONS AND LIMITATIONS

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## Excluded Services & Other Covered Services:

Services these plans generally do NOT cover. (Check the policy or plan document for more information and a list of any other excluded services.)

- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>• Acupuncture</li><li>• Care that is not medically necessary</li><li>• Cosmetic surgery, cosmetic services, and supplies</li><li>• Custodial care</li><li>• Dental care, except as stated in plan</li><li>• Durable medical equipment (DME) rental/repair charges that exceed DME purchase price</li><li>• Experimental and investigational treatments, except as stated in plan</li><li>• Eyewear, except as stated in plan</li><li>• Flat feet treatment and services</li><li>• Genetic and chromosomal testing, except as stated in plan</li><li>• Habilitation services, except certain autism services</li><li>• Hearing aids</li><li>• Home healthcare and infusion therapy exceeding 6 hours of care per member per day</li><li>• Homeopathic services</li><li>• Infertility medication and treatment</li><li>• Inpatient extended active rehabilitation facility (EAR) treatment exceeding 120 days per calendar year and inpatient skilled nursing facility (SNF) treatment exceeding 180 days per calendar year</li></ul> | <ul style="list-style-type: none"><li>• Long-term care, except long-term acute care up to a 365-day benefit plan maximum</li><li>• Massage therapy other than allowed under medical coverage guidelines</li><li>• Naturopathic services</li><li>• Out-of-network mail order, out-of-network specialty, and out-of-network 90-day retail supplies of drugs</li><li>• Private-duty nursing</li><li>• Respite care, except as stated in plan</li><li>• Routine foot care</li><li>• Routine vision exams</li><li>• Sexual dysfunction treatment and services</li><li>• Weight-loss programs</li></ul> |
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Other covered services. (Limitations may apply to these services. This isn't a complete list. Please see the plan document.)

- Bariatric surgery
- Chiropractic care
- Non-emergency care when traveling outside the U.S.

	BlueDental <sup>SM</sup> Value Series			BlueDental Optimum Series	
	BlueDental PPO Plans		BlueDental DHMO Plans	BlueDental PPO Plans	
	PPO 50-1000 A V	PPO 50-1500 A V	DHMO High	PPO 50-1500 A2 O	PPO 25-2000 A2 O with 1500 Adult and Child Ortho
<b>Funding Arrangement</b>	Employer paid	Employer paid	Employer paid	Employer paid	Employer paid
<b>Plan Type</b>	PPO	PPO	DHMO	PPO	PPO
<b>Annual Maximum Benefit</b> (In-Network/ Out-of-Network)	\$1,000	\$1,500	Unlimited	\$1,500	\$2,000
<b>Deductible</b> (Single/Family)	\$50/\$150	\$50/\$150	None	\$50/\$150	\$25/\$75
<b>In-Network</b> (Preventive/Basic/Major)	100/80/50	100/80/50	Copay schedule	100/80/50	100/90/60
<b>Out-of-Network</b> (Preventive/Basic/Major)	80/60/40	80/60/40	None (emergency only)	80/60/40	80/70/40
<b>Out-of-Network Reimbursement</b>	Maximum allowable charge	Maximum allowable charge	None	Maximum allowable charge	Maximum allowable charge

In-network services available through the BlueDental network. A listing of providers in the BlueDental network can be found at [azblue.com](http://azblue.com).

<sup>1</sup> All per-year benefits mean per calendar year.

<sup>2</sup> Only the allowed amount, as based on least expensive available treatment (LEAT), if applicable (and not billed charges), counts to satisfy the deductible. There may be several methods for treating a specific dental condition. All claims for restorative services such as fillings and crowns are subject to analysis for the least expensive available treatment (LEAT). Benefits for restorative procedures will be limited to the LEAT only. For these procedures, BCBSAZ will pay benefits only up to the LEAT fee. Members may elect to receive a service that is more costly than the LEAT, but the member will be responsible for cost-share based on the LEAT, and will also pay the difference between the fee for the LEAT and the more costly treatment (LEAT balance bill). Any payment made for this LEAT balance bill will not count toward the deductible or out-of-pocket maximum.

<sup>3</sup> Detailed information about benefits, exclusions, and limitations is in the Dental Benefit Book or rider and is available prior to enrollment upon request.

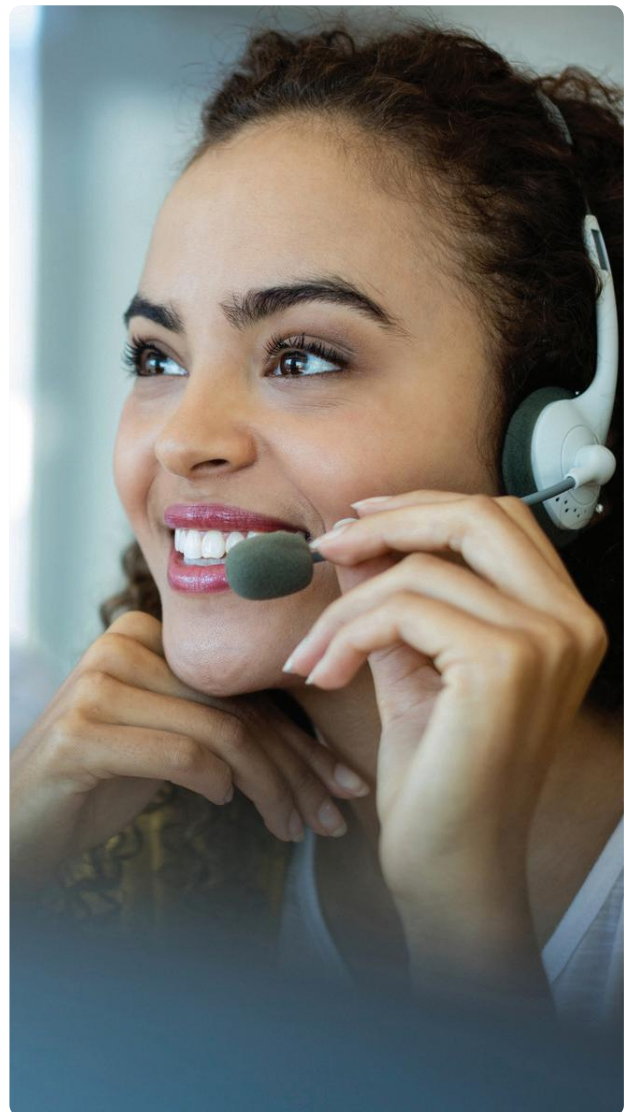
# THE MEMBER EXPERIENCE

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The BCBSAZ customer service team is dedicated to providing members with solutions quickly and accurately. Our concierge customer care model delivers a one-and-done solution, which means customer service representatives handle benefit-related calls and inquiries about claims.

## Claims and Customer Service

- Provide help navigating the healthcare system
- Have experienced staff with an average tenure of seven years<sup>1</sup>
- Serve all members, regardless of resident state
- Are local, with Arizona-based call centers
- Offer direct access to qualified Spanish-speaking staff
- Provide assistance in over 140 languages (via translated services)



<sup>1</sup>BCBSAZ internal data, 2020

# MEMBER ENGAGEMENT TOOLS AND RESOURCES

We have the tools and resources available for members to make educated decisions on their healthcare choices. Members can access all of the following by logging into the member website at [azblue.com/MyBlue](https://azblue.com/MyBlue).

## Find a Doctor:

Members can easily find a provider, hospital, or lab in their plan's network with this online tool.



## Pharmacy Tools:

Members can quickly search for medications, verify if special authorization is needed, and check for quantity limits using the formulary drug search on [azblue.com](https://azblue.com). Medication home delivery requests can be submitted and tracked.



## Claims & Spending:

Simplifies the tracking of claims and spending by combining all activity into one monthly online statement.



## Telehealth:

Members can have virtual visits with providers—any time, anywhere—using the BlueCare Anywhere telehealth service.



## Discount Program:

Discounts are available through Blue365® on national brands for fitness gear, wearables, gym memberships, healthy eating options, and more.



## Care Cost Estimator:

Members can shop and compare costs for more than 1,600 procedures such as common surgeries and diagnostic services.



## Mobile Access:

Access to health plan information and resources is available through the MyBlue AZ<sup>SM</sup> mobile app.



## Wellness:

Online, self-paced wellness tools and resources are available for members.



# TELEHEALTH SERVICES

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## NURSE ON CALL

Members can connect with a nurse 24/7 to get answers to questions about symptoms they are experiencing, minor illnesses and injuries, medical tests, or preventive care, as well as suggestions for next steps based on their situation.<sup>1</sup>



## BLUECARE ANYWHERE<sup>SM</sup>

With BlueCare Anywhere, members can connect to board-certified doctors by live video for urgent medical care, psychiatry, and counseling sessions. The BlueCare Anywhere telehealth service is available any day, any time—from a computer, tablet, or mobile device.



### MEDICAL

Board-certified doctors provide immediate care for a range of common illnesses, aches, and pains, and can prescribe medication.



### COUNSELING

Certified psychologists or counselors are available to treat issues affecting emotional, psychological, and social well-being. By appointment only.



### PSYCHIATRY

Board-certified psychiatrists are available for assessments, evaluation, and treatment, including prescription support. By appointment only.

Download the [BlueCare Anywhere](#) mobile app<sup>2</sup> or visit **[BlueCareAnywhereAZ.com](#)**.

Call 911 in an emergency.

<sup>1</sup> BCBSAZ members should always consult with their healthcare provider about medical care or treatment. Recommendations, advice, services, or online resources are not a substitute for the advice, opinion, or recommendation of a healthcare provider.

<sup>2</sup> Your wireless plan's phone and data rates may apply. Search for "MyBlue AZ" and "BlueCare Anywhere" in the Google Play™ or Apple® App Store® online marketplaces.

Apple and App Store are trademarks of Apple Inc., registered in the U.S. and other countries. Google Play is a trademark of Google Inc.





BCBSAZ has partnered with Sharecare® to bring employers a truly differentiated digital health and wellness experience. Our members can expect immediacy, simplicity, and relevancy in a mobile app, while employers will find tools that drive sustained employee engagement to improve health outcomes and control rising costs at **azblue.sharecare.com**. Sharecare provides members with simple tools to manage all their health information in one place.



## REALAGE TEST

Sharecare's next-generation health assessment evaluates a variety of behaviors and existing conditions to calculate the body's true age. For users, this is their first step toward optimizing their health. They are armed with information about how lifestyle choices can help them stay younger—or age faster—than their chronological age. After completing the RealAge® test, members will be able to manage their health profile, get personalized recommendations, and receive expert guidance to stay supported and motivated.



## ENGAGEMENT REWARDS

Included at no additional cost, employees will receive a \$25 Visa® e-gift card after they take their RealAge test! The e-gift card is automatically sent to the email address used to sign up for Sharecare within 48 hours of RealAge test completion. This gives your employees the option to spend their reward wherever they prefer, and there are no expiration dates. The gift card is available exclusively to your employees, not to spouses or dependents.



## REALAGE PROGRAM

Upon completion of the RealAge test, users can begin participating in Sharecare's RealAge program, a healthy behavior program targeting the highest lifestyle risks—stress, sleep, nutrition, and activity. The program is personalized to the individual based on risk level for each lifestyle category gathered through RealAge test responses and personal interest. It's fully integrated with other features of Sharecare, such as Trackers, to drive sustained engagement and promote behavior change that can lead to a lower RealAge.

Visa is a registered trademark of Visa, Inc. Visa, Inc. is not affiliated with BCBSAZ or Sharecare. Sharecare is an independent company contracted to provide this online program and/or services for BCBSAZ. Information provided by Sharecare is not a substitute for the advice or recommendation of your healthcare provider. RealAge and Sharecare are registered trademarks of Sharecare, Inc.



# CARE MANAGEMENT

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BCBSAZ's programs support the patient/provider relationship and enhance the overall healthcare experience for our members. When we help members better manage their health, they can more effectively manage their daily activities, be productive at work, and reduce their (and your) healthcare costs.

Members can take advantage of the following programs:



## HEALTH CONDITION MANAGEMENT

Members with chronic conditions like diabetes, congestive heart failure, asthma, COPD, coronary artery disease, behavioral health, or hypertension can get extra help. Care managers work with members to understand their health needs, help coordinate care, find health resources, and provide guidance for managing their condition.



## HOSPITAL TO HOME

When members are transitioning home from a critical care hospital stay, we help ensure that they're getting the care, medications, and equipment they need to reduce potential hospital readmissions. We will assess the need for home healthcare services, if not already in place, and help them find providers in their network, if needed.

TO LEARN MORE  
VISIT  
[AZTECHCOUNCIL.ORG/AHP](https://aztechcouncil.org/AHP)



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