



Arizona
Priority Care™

REACH
Accountable Care



REACH Information Guide

One Goal. One Priority. Your Healthcare.

For more information contact us at (480) 336-7444 (TTY: 711)

Things You Should Know

We want to provide you information about Arizona Priority Care-Realizing Equity, Access, and Community Health (AZPC REACH) ACO. Your primary clinician has voluntarily joined our ACO network, which means your care is aligned with AZPC REACH. CMS holds the ACO accountable for the overall quality and cost of medical care furnished to traditional Medicare Beneficiaries aligned to the entity.

AZPC REACH works alongside doctors, hospitals, and other healthcare providers to help deliver high-quality, affordable, and equitable healthcare. Each person's individual needs are taken into consideration with input from your primary clinician to help get you to your optimal level of health and keep you there.

Important Notes

- Your Medicare benefits are not affected
- AZPC REACH provides you with additional services at no additional cost
- For questions or assistance, please call the dedicated AZPC REACH Help Line at 480-336-7444

Questions and Answers

Why would my doctor join AZPC REACH?

Doctors who are part of AZPC REACH find they are able to give their patients better quality of care because they can focus on patient care and allow the ACO to provide additional services.

What is a Primary Clinician?

A Primary Clinician is your Main Doctor or Practitioner that provides primary care services, including coordinating your overall care, regardless of where you choose to receive services.

Can I Select a Primary Clinician?

You can select your Primary Clinician by visiting MyMedicare.gov or the AZPC REACH website to review our Provider Selection Form. Selecting a primary clinician is entirely optional and you can change your selection anytime.



Scan to learn more
about AZPC REACH

Additional Services

AZPC REACH offers you convenient, high-quality care and services to help you manage your overall health. We provide enhanced benefits to all Medicare Beneficiaries, including those in underserved communities.

| Value-Added Services |  Arizona Priority Care™ | REACH Accountable Care | Traditional Medicare |
|---|--|----------------------------------|-----------------------------|
| Remote Patient Monitoring Diabetic oversight by staff Pharmacist | ✓ | ✗ | ✗ |
| Home Health Care Even if you don't meet homebound criteria | ✓ | ✗ | ✗ |
| At Home Wellness Examinations Including mobile Lab & Radiology | ✓ | ✗ | ✗ |
| Home visits after discharge (i.e. hospital, rehab, or SNF) | ✓ | ✗ | ✗ |
| Telehealth Services Expanded telehealth coverage | ✓ | ✗ | ✗ |
| Care Navigators To support independence at home | ✓ | ✗ | ✗ |
| Complex Care Management For patients w/ Chronic Conditions | ✓ | ✗ | ✗ |
| Gift Cards *Up to \$75 a year for patients who stick with their health goal | ✓ | ✗ | ✗ |

Your Medicare coverage will not change. You can continue to visit any doctor, healthcare professional or hospital that accepts Medicare at any time.

*Gift Cards: AZPC REACH is focused on Chronic Disease Management of Heart Failure, Diabetes, and Chronic Obstructive Pulmonary Disease (COPD) as well as hospital admissions and readmission. Patients with these medical conditions may be eligible to receive up to \$75 annually for completing AZPC REACH's services.

For more information, call 480-336-7444. Participating in AZPC REACH ACO will not impact your healthcare benefits and it won't limit your choice of health care providers. Being a patient of your Primary Clinician who participates in AZPC REACH gives you the option to receive additional benefits not otherwise covered or having limited coverage by Medicare.

Compliance

Our Compliance Plan

As a network contracted with CMS, Arizona Priority Care is required to follow a Compliance Plan. The Compliance Plan is used by AZPC to find and stop potential violations to laws governing healthcare. This plan is available for your review on the AZPC website at: <https://azprioritycare.com/about-us/compliance/>

Our Quality Improvement Program

A Quality Improvement Program is used to monitor the quality of care and services you receive from your provider. We review this information so that we can improve the quality of care and services you receive. The plan is available for your review on our website at www.azprioritycare.com/for-patients/traditional-medicare-reach-aco/

Advance Directives

An Arizona advance directive lets an individual select a healthcare agent to make decisions on their behalf and make end-of-life treatment selections. The agent selected may be a spouse, family member, or close friend. The agent will have the right to make any medical decision that is aligned with the person's wishes. For additional information and access to Advance Directive forms visit: <https://www.azag.gov/seniors/life-care-planning>



Scan to view our
Compliance Plan

