



Arizona
Priority Care™

REACH
Accountable Care



2024 REACH Information Guide

One Goal. One Priority. Your Healthcare.

For more information contact us Monday - Friday
from 8 a.m. to 5 p.m. 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) Accountable Care Organization (ACO). Your primary clinician has voluntarily joined our ACO network, which means that your care is aligned with AZPC REACH. CMS holds the ACO accountable for the overall quality and cost of medical care traditional Medicare Beneficiaries receive.

AZPC REACH works alongside your doctors, hospitals, and other healthcare providers to help deliver quality, affordable, and equitable healthcare that is fair and just to all Medicare Beneficiaries. Our goal is to ensure each Beneficiary receives the right care at the right time to reach and maintain an optimal level of health, regardless of race, ethnicity, disabilities, socioeconomic status, preferred language, or other factors that may impact health.

Important Notes

Your Medicare benefits will not change, and you can visit any doctor, health care professional, or hospital that accepts Medicare. AZPC REACH provides you with additional services at no additional cost. For questions or assistance, please call the dedicated REACH ACO Help Line on Monday - Friday from 8 a.m. to 5 p.m. at 480-336-7444.



Scan to learn more
about AZPC REACH

Or visit: <https://azprioritycare.com/for-patients/traditional-medicare-reach-aco/>

Select Your Primary Clinician or Main Doctor

Who is my Primary Clinician or Main Doctor?

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

Why would my Primary Clinician join AZPC REACH?

AZPC REACH partners with Primary Clinicians to help them give their patients better quality of care. Primary Clinicians can focus on their patient care and allow AZPC REACH to help provide additional services that benefit their patients.

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 Select your
Primary Clinician

Or visit: <https://azprioritycare.com/provider-selection-form/>

Additional Services

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

Value-Added Services	 Arizona Priority Care™	REACH Accountable Care	Traditional Medicare
Remote Patient Monitoring Diabetic oversight by an AZPC REACH Pharmacist	✓		✗
Home Health Care Including Lab & Radiology	✓		✗
At Home Wellness Examinations Even if you don't meet homebound criteria	✓		✗
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 qualifying patients who meet health goals	✓		✗

*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.

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Being a patient of your Primary Clinician who participates in AZPC REACH gives you the option to receive additional benefits not otherwise covered by Medicare. Participating in AZPC REACH will not impact your healthcare benefits and it won't limit your choice of healthcare providers.



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.

<https://www.azag.gov/seniors/life-care-planning>



Scan to view our
Compliance Plan

