



The services included in this Welcome Package are provided by Arizona Priority Care provider network to members who are enrolled in a Medicare Advantage plan with an eternalHealth Plan.

2024 WELCOME PACKAGE

Your Medicare Advantage Provider Network





Welcome to Your Provider Network

Arizona Priority Care (AZPC) is your physician network; we partner with **eternalHealth™** to coordinate and deliver your healthcare benefits. The Primary Care Physician (PCP) that you selected during enrollment is part of this exclusive physician network. AZPC partners with your PCP to provide you high quality healthcare.

Our goal with this welcome packet is to provide you with information that will assist you in getting the most from your benefits.

How We Can Help

- Assist with accessing care within our network when you need it
 - Coordinating appointments
 - Confirm your PCP assignment or assist in finding a new PCP
 - Where you can go for Specialty care and other services
 - How to obtain a Prior Authorization
- Provide information about our Home Wellness Program
- Ensure access to the care and resources you need through programs offered by AZPC
- Provide Information about social activities and events

Arizona Priority Care is an independent and separate company contracted with eternalHealth™ to provide quality, cost-effective services to eternalHealth™ members.

Follow us on social media to stay up to date with events and news

Arizona Priority Care

| @azpcsocial



Please verify your PCP's name is listed on your card and your Network says Arizona Priority Care



CALL US FIRST

Arizona Priority Care has a team of friendly, knowledgeable Customer Advocates who are well versed about your plan and the services and programs offered by AZPC. We are local, and very familiar with the surrounding community and service area, allowing us to better serve you when you contact us.

Our staff is available to answer your questions about AZPC's network of providers, assist with claim or billing inquiries, and obtaining a prior authorization. We can help remove barriers and coordinate your care through AZPC's programs and services available to you.

AZPC's Customer Advocates are here for you when you need assistance. Contact us Monday - Friday from 8 a.m. to 5 p.m. at 480-499-8750 (TTY: 711), or visit our website www.azprioritycare.com we can help!

Directory

	AZPC	eternalHealth
AZPC Customer Service (480) 499-8750 (TTY: 711)		
eternalHealth Member Services (800) 680-4568 (TTY: 711)		
Billing Questions	✓	
Authorizations	✓	
Change of Address	✓	✓
Selecting a PCP	✓	✓
Dental/Vision Benefits		✓
Need a new I.D. Card		✓
Benefit Questions		✓
Find a Network Provider	✓	

eternalHealth Member Services Hours:

Oct 1 - Mar 31: 8 a.m. - 8 p.m. local time, 7 days a week
Apr 1 - Sep 30: 8 a.m. - 8 p.m. local time, Monday - Friday

OUR CLINICAL CARE PROGRAMS

Arizona Priority Care's Care Management Programs bring quality healthcare services into the homes of our patients to identify areas of need that could impact a patient's lifestyle if not addressed.

Our Care Team consists of Nurse Practitioners, Registered Nurses, and a licensed Social Worker who can assist in coordinating services for all patients who need it. We offer Care Programs that will fit the needs of every patient such as chronic medical conditions, as well as social needs to improve the quality of life.

Complex Care Management Program

A Registered Nurse Care Manager will conduct a visit in the patient's home and complete a clinical & social assessment. We keep your Primary Care Physician (PCP) and Specialist(s) up to date on any identified medical issues that may need follow-up. Alongside the Care Manager, our Licensed Medical Social Worker will assess and provide resources for social related needs such as Meals on Wheels, medications that offer co-pay assistance programs, and provide help for completing Advance Directives. Our goal is to provide quality healthcare services to help you achieve your highest level of health possible.

Transitional Care Services

Our Care Team is alerted when our patients are in the Emergency Department or admitted to the hospital. Upon discharge, a Registered Nurse will call to discuss any needs and offer assistance. We want our patients to have a positive experience from facility to home, which results in improved patient outcomes.

We work closely with our Care Team to:

- Ensure the patient has an appropriate discharge plan
- Complete a medication reconciliation
- Coordinate any post hospitalization needs

Palliative Care Services

The primary goal of Palliative Care is to improve quality of life for both the patient and their family. It is not meant for patients who are near the end of life, but rather can be used at any time for chronic diseases. We focus on pain control and symptom management.

Telephonic Care Management

Our Telephonic Care Management program is designed for our patients who do not require intensive interventions, but may need some guidance for referrals to resources, finding a doctor, or monthly check-ins with a Registered Nurse. We focus on encouraging wellness and ongoing healthcare education.

Medication Optimization Programs

Collaborative, short-term, Pharmacist-led programs for patients with diabetes, lung, or heart disease to optimize medications and provide patient education.

We offer the following services:

- Real-time glucose, weight, and blood pressure monitoring
- Medication optimization and adjustment as needed
- Continuous patient education and lifestyle counseling for managing chronic disease

Home Wellness Program

We offer at home visits provided by our Nurse Practitioners, providing individualized time with the patient and their caregiver. This visit will focus on prevention and intervention.

During the visit we offer:

- In-Home and social assessments
- Medication management and reconciliation
- Telehealth visits (in lieu of in-person)

COVID Care Program

This program was developed for our patients who test positive for COVID-19. Our goal is to provide close follow up by our RN Care Manager.

We provide:

- Coordination of care through our Infectious Disease specialists
- Virtual visits with our on-staff Nurse Practitioners
- Digital thermometer, sani wipes & a pulse oximeter for respiratory diagnoses.
- Education and resources to maintain optimum health

In-Home or Virtual Assessment Visit

Arizona Priority Care promotes the health and wellbeing of our members. Your health is important to us and we want to simplify access to the care you may need. AZPC has developed a highly successful Home Wellness initiative that supplements the care our members receive during office visits with their Primary Care Physician. Through our Home Wellness Program, we offer an In-Home or Virtual Assessment Visit that is completed in the privacy and comfort of your home.

The Assessment is an important service recommended by AZPC. During the visit, one of our Nurse Practitioners will provide you the following:

- 45 to 60 minutes of one-on-one time
- A complete physical examination (in-person visit only), medication reconciliation, and appropriate health screenings
- Facilitate referrals to specialty care if needed
- Complete a home environment safety evaluation

All visit results are reported back to your PCP and THIS VISIT IS AT NO COST TO YOU!



Complete an appointment in the comfort of your home and AZPC will provide you with a \$25 gift card! (Target or Walmart)

To schedule your In-Home Assessment, please call AZPC Monday - Friday from 8 a.m. to 5 p.m. at: 480-499-8700 ext. 8080 or Text IHA to 480-336-7750



Reach for the STARS

Every Year, Medicare evaluates plans based on a 5-Star rating system, 5 being the best.

The AZPC Stars Team provides you with services that will help you conveniently complete your healthcare screenings, allowing you to maintain your health. AZPC Stars connects with your Health Plan and Primary Care Physician to ensure you receive the care you need. This includes but is not limited to health screenings such as:



Breast Cancer Screenings



Bone Density Scans



Colorectal Cancer Screenings



Flu Vaccines



Diabetic (Retinal) Eye Exams



Medication Management &
Medication Reconciliation



Diabetic Lab Services

We are here to help!

Our Stars Team will communicate with you throughout the year to help you complete the screenings you are due for in 2024. For scheduling assistance or if you have any questions, contact AZPC Monday - Friday from 8 a.m. to 5 p.m. at 480-499-8750 (TTY: 711).



Take control of your Health – Review this Wellness Checklist before your visit to your doctor!

Plan ahead for your annual wellness and physical exam. Write down your questions and be prepared to ask your doctor if it's time for any of the following screenings:

Action	How often	Appointment Date	Comments	To be completed in 2024
General Screenings				
Osteoporosis screening for women 65-75 years of age	Every two years		Ask if screening is appropriate for you	<input type="checkbox"/> Yes <input type="checkbox"/> No
Breast cancer screening for women 50-74 years of age	Every two years		Ask if screening is appropriate for you	<input type="checkbox"/> Yes <input type="checkbox"/> No
Colorectal cancer screening	Colonoscopy - Every 10 years Cologuard - Every 3 years Fecal immunochemical test (FIT) - Annually		Ask if screening is appropriate for you	<input type="checkbox"/> Yes <input type="checkbox"/> No
Discuss fall risk and prevention with your doctor	Annually			<input type="checkbox"/> Yes <input type="checkbox"/> No
Report any pain & issues with activities of daily living	Annually			<input type="checkbox"/> Yes <input type="checkbox"/> No
Discuss how to maintain/increase physical activity	Annually			<input type="checkbox"/> Yes <input type="checkbox"/> No
Discuss bladder control issues	Annually			<input type="checkbox"/> Yes <input type="checkbox"/> No
Influenza (flu) vaccine	Annually			<input type="checkbox"/> Yes <input type="checkbox"/> No
Screenings for Members with Diabetes / Hypertension / Cholesterol				
Eye (retinal) exam	Once a year			<input type="checkbox"/> Yes <input type="checkbox"/> No
Monitor for kidney disease (urine-albumin-creatinine ratio & eGFR)	Once a year			<input type="checkbox"/> Yes <input type="checkbox"/> No
Hemoglobin A1c test	Once a year or more frequent as needed			<input type="checkbox"/> Yes <input type="checkbox"/> No
Check for controlled blood pressure	Once a year or more frequent as needed			<input type="checkbox"/> Yes <input type="checkbox"/> No
Take a statin drug to manage cholesterol (members with diabetes & cardiovascular conditions)			Ask if screening is appropriate for you	<input type="checkbox"/> Yes <input type="checkbox"/> No
At every visit, review your current medication list to make sure you are taking as prescribed				

Mobile Urgent Care

We bring the power of the hospital to the comfort of the home.



dispatchhealth

DispatchHealth works with you to provide medical care after-hours, on weekends, holidays or during capacity constraints. Here is how we can help:

- Provide same-day, medical care in the home
- Coordinate care with patient's PCP and/or other care team members as appropriate following DispatchHealth visit
- Share valuable insight into social determinants of health
- Improve health outcomes and achieve industry-leading patient satisfaction scores
- Reduce healthcare costs

Request an in-home visit

- Call the Dispatch Health team at 480-493-3444 and explain your symptoms.

Care team dispatched to home

- The Dispatch Health board-certified medical team will arrive at your home within a few hours.

Follow-up communication and coordination of care

- Dispatch Health will call in your prescriptions, update your family doctor and handle billing with your insurance.

**Call 480-493-3444 to
schedule a patient visit**

Available 8 a.m. - 10 p.m.,

7 days a week, including holidays.



Dispatch Health is an independent and separate company contracted with AZPC to provide quality, cost effective, mobile urgent care services to our members.

Compliance

Our Compliance Plan

As a network contracted with Medicare Advantage health plans, 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/>

Affirmative Statement About Incentives

Utilization Management (UM) decision-making is based only on the appropriateness of care and services and the existence of eligible members' coverage.

In addition, AZPC does not reward practitioners or other individuals for issuing denials of coverage or services. Financial incentives for UM decision-makers do not encourage decisions that result in under-utilization.

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>

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/medicare-advantage/



**Scan to view our
Compliance Plan**





Senior Advantage Club

How do you join AZPC's Senior Advantage Club?

Great news! As a member of the Arizona Priority Care provider network, you are automatically enrolled in our Senior Advantage Club and eligible to attend any of our events.

What does it cost?

There is no cost to participate in the Senior Advantage Club and most events are little or no cost to you.

Types of Events

Bingo

Movie Days



Educational Seminars

Dances

Casino Trips

How do I learn more about these events?

Sign up for our contact list to be notified about upcoming events, along with instructions about how to reserve your spot and join the fun!

Join our Senior Advantage Club Contact List

Join our contact list to receive notifications of upcoming AZPC events, educational presentations, tips for better health, and links to community activities.

To enroll in the Senior Advantage Club CONTACT LIST please email or call our Events Department and provide your **full name**, **phone number** (including area code), **email**, and **health plan** name.



Visit our Events Page
for more AZPC events.

<https://azprioritycare.com/events/>

Follow us on social media to stay up to date with events and news

Arizona Priority Care

@azpcsocial



Scan to go to
LinkedIn



Scan to go to
facebook

Contact our Events Department
Monday - Friday from 8 a.m. to 5 p.m.
at 480-336-7405 or email us at
inquiry@azprioritycare.com.



Scan here
to email us!



Your provided information will not be used for any purpose other than to provide you with information related to your healthcare. It will not be sold to a third party and you have the option to opt-out of providing us with this data. If you have any questions, please visit <https://azprioritycare.com/wp-content/uploads/2020/07/AZPC-Notice-Of-Privacy-Practices.pdf> to view our notice of privacy practices.



One Goal. One Priority. Your Healthcare.

**Call AZPC to get information about our services and programs
Monday - Friday from 8 a.m. to 5 p.m. at 1-480-499-8700**

585 N. Juniper Dr. Ste. 150
Chandler, AZ 85226
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eternalHealth of Arizona is an HMO plan with a Medicare contract for HMO and HMO-POS offerings. Enrollment in eternalHealth of Arizona depends on contract renewal. Other providers are available in the eternalHealth network. Benefits and cost sharing vary by plan. Arizona Priority Care also contracts with other Medicare Advantage plans.

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