



Welcome 2026

Arizona Priority Care has partnered with eternalHealth™ Medicare Advantage plan to work with doctors in your network, coordinate care, and deliver high-quality healthcare services.



YOU'RE A MEMBER OF ARIZONA PRIORITY CARE!

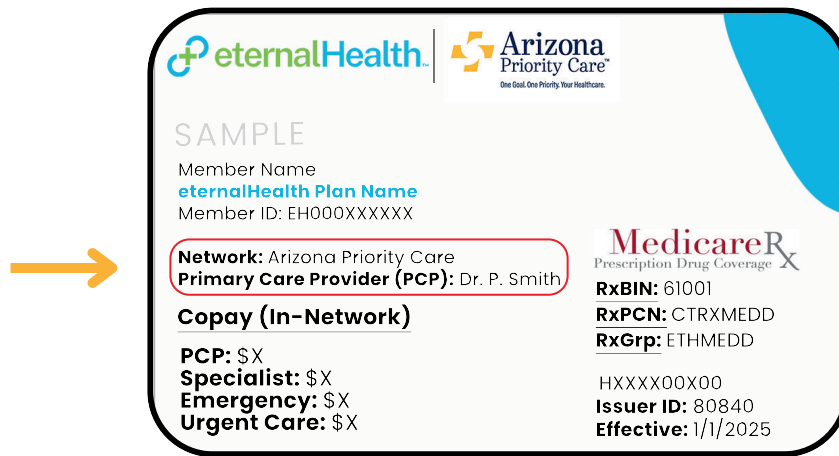
Who is Arizona Priority Care?	Arizona Priority Care (AZPC) is your local provider network. Partnered with your health plan and primary care provider (PCP) to ensure you receive the care you need.
How did I become a member of AZPC?	You became a member of AZPC when you joined eternalHealth™ Medicare Advantage and chose a PCP that partners with us.
How does AZPC work with my doctor?	As your provider network , AZPC supports your PCP by offering extra resources such as in-home care, prescription support, help with referrals and approvals, and access to social and community programs. Our services give your PCP more tools to provide the best care for you.
What can AZPC do for me?	We're here to support you and make your healthcare experience simple. We can help you navigate your care, find health care providers, schedule appointments, handle billing or claims questions, and connect you to programs and services that meet your needs.

Need help seeing an in-network provider? Just give us a call—we make it easy.

Arizona Priority Care is an independent and separate company contracted with eternalHealth™ Medicare Advantage plan to provide provider-focused cost and quality services to eternalHealth™ Medicare Advantage plan members.

Please verify your ID card lists your PCP's name and your Medical Group - Arizona Priority Care.

Sample ID Card



CALL US FIRST!

We're just a call away and ready to assist!

Need help with a claim, prior authorization, or getting care?

We're local, we know your community, and can answer questions about your health plan, network of doctors, billing, and more.

Mon - Fri, 8 a.m. to 5 p.m.,
at **1-480-499-8750 (TTY: 711)**,
or visit www.azprioritycare.com

We are here to make things easier for you.

AZPC Customer Service 1-480-499-8750 (TTY:711) Monday – Friday, 8:30 AM – 5:00 PM	AZPC
Billing Questions	✓
Prior Authorizations	✓
Medication Questions	✓
Assistance Scheduling Screenings	✓
Hospital Discharge Support	✓
Finding an AZPC Provider In-Network	✓

Our Programs



Telephonic Care

Whether you need some guidance or want someone to check in from time to time. Our Registered Nurses can call you as frequently as you need to answer health questions, help you find doctors, and connect you with other resources. This program is designed to keep you informed and help you stay healthy and feeling your best.



Palliative Care (Extra Support for long-term health issues)

This program aims to help relieve pain, symptoms, and stress from a serious illness. Its goal is to improve comfort and quality of life. This care is given by a team that works with your doctors to provide extra support for you and your family.



Hospital Discharge Support

If you've been to the ER or hospital, we'll follow up when you get home. A nurse will check in with you, review your medications, help with discharge instructions and make sure you have what you need to feel better and stay healthy.

Rx Medication Optimization Programs

These programs help you stay on top of your health with real-time support for diabetes, heart, or lung conditions.

A pharmacist helps manage your medications, ensuring they're effective, affordable, and easy to understand. They'll work with your Primary Care Provider and specialists to support the treatment of your long-term health conditions.

Added Services:

- Real-time monitoring of blood pressure, blood sugar, and weight
- Medication adjustments to ensure effectiveness and affordability
- Ongoing education to help you manage your conditions and improve your health

1-480-499-8700 ext.8315 (TTY:711)
Monday - Friday, 8 a.m. to 5 p.m.

 azprioritycare.com

Home Wellness

Our Home Wellness Program offers convenient, personalized support to enhance the care you already receive from your Primary Care Provider. We focus on prevention and a tailored approach to meet your needs.

Depending on your situation, visits may be led by Nurse Practitioners, Registered Nurses, Medical Assistants, or Social Workers, providing extra support for you and your caregivers.

All visit results are reported back to your PCP and all of our services are at **no cost to you!**



Comprehensive in-home and social assessments

- 45 to 60 minutes of 1:1 time
- A complete physical exam
- Medication review
- Post-hospital checkups
- Scheduling assistance
- Medication organization
- Connections to social programs



Available Health Screenings

- Diabetic eye exams
- Diabetic lab work
- Bone density exams
- Spirometry
- Specialist Referral Assistance

Virtual visits are also available upon request.



Earn a Gift Card for Your Visit!

Complete an in-home appointment, and AZPC will thank you with a gift card to Walmart or Target.

Gift Card Not redeemable for cash. Exclusions apply.

**Call to schedule
your appointment today!**
Monday - Friday, 8 a.m. to 5 p.m.

**1-480-499-8700 EXT.8156 or
Text IHA to 1-480-336-7750**





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

The AZPC Stars Team provides 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 Provider to ensure you receive the care you need.

This includes but is not limited to health screenings such as:



Breast Cancer Screenings



Colorectal Cancer Screenings



Diabetic (Retinal) Eye Exams



Diabetic Lab Services



Bone Density Scans



Flu Vaccines



Medication Management &
Medication Reconciliation

We are here to help!

Our Stars Team will communicate with you throughout the year to help you complete the health services you need. **For scheduling assistance** or if you have any questions, contact AZPC Monday - Friday from 8 a.m. to 5 p.m. at **1-480-499-8750 (TTY:711)**.



Get Up, Get Out, Get Active!



Senior Social Club

The Senior Social Club is a great way for our members to stay active and have fun! It's a wonderful opportunity to make new friends, get out of the house, and enjoy various activities.

Come join the fun, we'd love to see you there!

How Do I Join?

As an Arizona Priority Care member, you're automatically enrolled and eligible for all events.

What Does it Cost?

Participation in the social club is free, and most events have little to no cost.

How to Learn More About These Events?

We'll send invitations by mail, post on Facebook, and email newsletter subscribers.

Call us at 480-499-8700 ext.8187 (TTY 711)

Types of Events:



Bingo



Movies



Casino Trips



Dancing



**Educational
Seminars**



Scan To See Our
facebook



Scan Here
To Email Us



Scan To See
Future Events

Not Sure Where To Get Care?

We're here to help! 1-480-499-8700



Stay Healthy After Discharge

See your Primary Care Provider within 14 days of a hospital stay to review medications, prevent complications, and ensure a safe recovery.

- Bring discharge papers
- Write down new symptoms or questions
- Bring all current medications or photos of labels

Arizona Priority Care's Clinical Team works alongside your Primary Care Provider to support medication adherence and can help schedule your follow-up visits. Contact us with any questions.

COMPARE YOUR CARE OPTIONS	Primary Care Provider	AZPC Mobile Visit	Urgent Care Center	Emergency Room
Approximate Cost	\$	No Cost	\$\$	\$\$\$\$
Wait Times	Scheduled appointment times	Scheduled appointment times	1- 1.5 hour wait time on average Appointment scheduling available	3 + hour wait time on average
Services	Primary Care Services	Get in-home care from a provider	Get care for illnesses, sprains, cuts, and more	For life-threatening issues, go to the ER for immediate care



Main Phone: 1-855-367-2778

Locations and Scheduling:

Sonoraquest.com



IN-HOME HEALTHCARE
1-480-499-8700 EXT.8156

Hospital Discharge Assistance
In-Home Appointments
Medical Diagnosis Education

At no cost to you!



Medication Tips

Taking your medications every day, exactly as prescribed, is one of the most important things you can do for your health.

- Use a pill organizer or set phone reminders
- Ask your pharmacist about 100-day supplies or mail-order
- Do not split pills unless directed
- Consult your provider before making changes, including over-the-counter medications and supplements



Take control of your health - Review this wellness checklist before your visit to your doctor!

Plan ahead for your annual wellness visit. 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 2026
General Screenings				
Osteoporosis Screening for women 65-75 years of age	Every two years		Ask if screening is appropriate for you	☐ Yes ☐ No
Breast Cancer Screening for women 50-74 years of age	Every two years		Ask if screening is appropriate for you	☐ Yes ☐ No
Colorectal Cancer screening	Colonoscopy - Every 10 years Cologuard - Every 3 years Fecal immunochemical test - Annually		Ask if screening is appropriate for you	☐ Yes ☐ No
Discuss fall risk and prevention with your doctor	Annually			☐ Yes ☐ No
Report any pain & issues with activities of daily living	Annually			☐ Yes ☐ No
Discuss how to maintain/increase physical activity	Annually			☐ Yes ☐ No
Discuss bladder control issues	Annually			☐ Yes ☐ No
Influenza (flu) Vaccine	Annually			☐ Yes ☐ No
Screenings For Members with Diabetes / Hypertension / Cholesterol				
Eye (retinal) exam	Once a year			☐ Yes ☐ No
Monitor for kidney disease (urine-albumin-creatinine ratio & eGFR)	Once a year			☐ Yes ☐ No
Hemoglobin A1c test	Quarterly or more frequently as needed			☐ Yes ☐ No
Check for controlled blood pressure	At every visit or more frequently as needed			☐ Yes ☐ No
Take a statin drug to manage cholesterol (members with diabetes & cardiovascular conditions)	As prescribed		Ask if screening is appropriate for you	☐ Yes ☐ No

At every visit, review your current medication list to make sure you are taking as prescribed

Compliance Program

As a provider contracted with Medicare Advantage plans, Arizona Priority Care (AZPC) follows a strict Compliance Plan. This plan helps AZPC identify and prevent any violations of healthcare laws and regulations. You can review the full Compliance Plan anytime at the AZPC website.

Statement on Incentives

When making Utilization Management (UM) decisions, AZPC focuses only on what care and services are appropriate and what coverage a member is eligible for. AZPC does not provide incentives to doctors or any other individuals for denying coverage or services. Any financial rewards for UM do not encourage unnecessary denials or reduced care.

About Advance Directives

An Arizona Advance Directive allows you to choose someone you trust, such as a family member or close friend, to make healthcare decisions on your behalf if you are unable to do so. This person will be your healthcare agent and can make decisions that reflect your wishes, including those about end-of-life care. For more information and to access forms, visit the website listed in the original document.

Quality Improvement Program

AZPC uses a Quality Improvement Program to check and improve the care and services you receive. The information we collect helps us identify areas where we can do better and enhance your experience as a member. You can find more details about our commitment to quality on our website, where the full Quality Improvement Program is also available for review.



**Scan to Review
Compliance**



A Closing Note for Our Members



Dear Valued Member,

AZPC was founded to create a healthier Arizona by connecting members like you with high-quality, personalized healthcare services. We proudly collaborate with leading physicians and health plans to simplify the healthcare experience and provide the resources you need to thrive.

We encourage you to explore the programs and services outlined in this booklet, as they have been thoughtfully designed with your well-being and comfort in mind. Your health is our priority. If you have any questions or need assistance, our team is just a phone call away at **1-480-499-8750**.

Thank you for trusting us with your care. We look forward to supporting you on your health journey in 2026.

Warm regards,
The AZPC Team



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
www.azprioritycare.com

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eternalHealth is an HMO plan with a Medicare Contract for HMO, HMO-POS and PPO offerings. Enrollment in eternalHealth depends on contract renewal. To enroll in an eternalHealth plan you must meet certain eligibility requirements and reside in the plan's CMS-approved service area. Benefits and cost sharing may vary by plan. AZPC also contracts with other Medicare Advantage plans. Other providers are available in our network. eternalHealth complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.
Llame al 1-800-680-4568 (TTY 711).

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