



Better Health, Better Life

Modern Healthcare Solutions Tailored for K-12 and Higher Education

Blue Cross® Blue Shield® of Arizona works to understand the whole person and all their health care factors. We're committed to helping members get healthier faster and helping them stay healthy longer.



AZ Blue understands the healthcare needs and budgetary challenges of the education sector. Proudly serving more than 20,000 Arizona education members, our health and wellness programs and high-value solutions are designed to meet your unique healthcare needs and goals. As a nonprofit organization, we are dedicated to serving members, not shareholders. AZ Blue is committed to providing school district customers and members with better health, more value, and stronger support. **Here's our promise to schools:**

Better Health



Our customers are always our top priority, which is why we provide:

- **More coverage and services**
On-site services paid by AZ Blue include flu shots, biometric testing, Mental Health First Aid training, and Naloxone training.
- Specially curated wellness plans customized to meet your employees' needs. A **dedicated Health Promotion Executive** will design and implement the right plan for you. We also source supplemental member engagement solutions by disease state for you.
- **Whole-person care management** with focus on integrating care and improving outcomes. Arizona-specific care management and disease management expertise in mental health and diabetes.
- **Largest statewide provider network** (96% of doctors, 98% of hospitals) and comprehensive national network (95% of physicians, 96% of hospitals.)

More Value



- **Deepest provider discounts in Arizona (66% average)** lower your overall cost of care and members' out-of-pocket costs.
- Our value-based care provider network, Blue Distinction Total Care, delivers **better care, better outcomes, and lower costs.**
- **Flexible funding options** range from fully insured to self-funded with advantageous cash flow.
- **We stand up for affordability** by negotiating leading discounts with providers, holding the line on provider contract renewals, and through our payment integrity programs.
- As a nonprofit company, we reinvest our gains back into **improving the health of our communities.**



“ AZ Blue’s **customer service is #1**. I don’t want to look elsewhere because I have what I need and am offered new things that are a great fit for us.”

— Benefits Manager, Top 10 AZ school district
14-year customer



Stronger Support

- **Dedicated care managers** offer compassionate, personalized support for members with acute and chronic conditions. Using motivational change skills, they help members through their journey to better health, and support them with understanding their care plan and benefits, finding the right providers, and navigating the system.
- **Rapid Response Team** supports and guides members through care and treatment facing a life-altering diagnosis.
- Exceptional account management support, with personal and convenient access to a **dedicated account manager** and team on call to answer questions, consult, and resolve issues.
- **Digital Self-Service Solutions** that enable members to look up their ID card and benefits, search for doctors, and find the lowest cost medications by location.
- **Monitor and manage claims and costs more effectively** with Blue Insights, which provides customized client reporting, analytics, and insights.
- **Keep your current plan design or customize:** We can build plan designs that address your population’s needs and guide members to the highest-performing providers.
- **Purchase through a trust, direct, or through your broker.** We can partner with you through any channel you prefer. We’re flexible.



AZ Blue at a Glance

20K+
education members covered

96%
AZ doctors in-network

66%
average provider discount

97%
client Satisfaction

Engage **525,000**
Arizonans by 2025 to improve mental health

Treating people, not just their symptoms

At the center of our value-based plans is a robust, integrated care management strategy, supported by a multidisciplinary care team dedicated to our clients and members. We’re committed to providing a holistic, total healthcare experience while improving the physical and mental well-being of your employees.

azblue.com/educators

Digital Solutions Make it Easier for Members to Manage their Health, their Plan, and their Costs.

The **MyBlueSM** member portal lets members access their benefits any time, from anywhere, so they can:



Search for doctors and procedure costs



View and share their ID card



Check deductibles and out-of-pocket balances



Search for lowest cost prescription drugs by location

Find a Doctor tool lists doctors and highlights Blue Distinction Total Care providers, other healthcare professionals, hospitals, and facilities that are part of our network.

BlueCare AnywhereSM allows members to schedule a convenient, virtual appointment with a doctor or specialist. All they need is high-speed internet access, a smartphone, tablet, or computer, and a webcam or built-in camera with audio. Members can easily sign up, answer a few questions, choose a provider, pay their cost share, and see a doctor. A typical online doctor visit is 10 minutes. After the visit, a summary will be shared with both the member and their primary care provider.

Introducing BlueSignature Prosano Plans with Exclusive Access to Advanced Primary Care Centers:



- No deductibles or copays
- Same-day appointments
- Centrally located
- Virtual and in-person visits for primary care, urgent care, and behavioral health needs
- Pediatric and adult care
- Liaisons who help patients understand their benefits

To learn more, visit us online at:
azblue.com/educators



An Independent Licensee of the Blue Cross Blue Shield Association