

# SERVICE YOU CAN COUNT ON



## State of Arizona Employees

*Plan administered by*



An Independent Licensee of the Blue Cross and Blue Shield Association

Benefit Options is the State of Arizona program for employee benefits. Blue Cross Blue Shield of Arizona provides administrative claims payment services only and does not assume any financial risk or obligation with respect to claims.

# PLAN CHOICES THAT MEET YOUR NEEDS

Choose from two great plans to cover you and your family:

Plan Features	PPO	EPO
Access to the BCBSAZ provider network in AZ, including the Mayo Clinic and Cancer Treatment Centers of America	X	X
Access to network providers outside of AZ through BlueCard	X	X
No Referral Required	X	X
Benefits	In and Out-of-Network benefits	In Network benefits only (No out-of-network benefits except for emergency services)

## Getting care in Arizona and beyond

BCBSAZ offers State of Arizona employees a large statewide network of providers, hospitals and clinics – and employees will have access to contracted providers outside of Arizona through the national BlueCard program. From your neighborhood physician to a convenient retail clinic location, chances are good that your provider is included in BCBSAZ's vast network.



**BCBSAZ NETWORK PROVIDERS  
IN ARIZONA†**

**91.6%** of PCPs  
**93.4%** of specialists  
**90.6%** of hospitals

**BLUECARD NETWORK PROVIDERS  
NATIONALLY†**

**93.5%** of PCPs  
**92.1%** of specialists  
**95.9%** of hospitals

† BlueCard Data Sources: BCBS - Provider Data Repository (PDR), data as of: 1/28/16.

# SUPPORT WHEN YOU NEED IT

## GREAT NEWS!

State of Arizona employees have the opportunity to choose a plan that provides access to the great BCBSAZ network available last year.

You can count on us as the one to turn to for support: from answering questions, getting timely claims, finding solutions to any issues, and more.

Our caring, knowledgeable reps are here to deliver the best experience for you.

**Member  
Satisfaction\***  
**90%**

## Local service with a personal touch

When you have questions about your plan, our member services and claims teams:

- Are local, with centers in Phoenix, Chandler, Tucson and Flagstaff
- Have an average of 11 years of experience\*
- Welcome walk-in customers
- Speak Spanish, with support through Mi Consejero Azul (My Blue Advisor)



## Personalized wellness extras

Count on us to help you and your family stay healthy, too. Your plan includes free personalized tools, programs and resources to help you do that.

- **My BluePrint** – an online health quiz that gives you immediate results and lets you set goals and track your progress over time
- **Nurse On Call** – get answers to your health questions by phone or email 24/7
- **Health Coaching** – reach a health goal with online, phone and one-on-one support
- **Health Condition Support** – get help managing diabetes, asthma, COPD, coronary artery disease, and congestive heart failure
- **Care Management** – get expert help with your plan benefits and guidance through the healthcare system
- **Blue 365** – get healthy discounts and save on fitness equipment, healthy eating, personal care, services and more

\*Studies of Blue Cross Blue Shield of Arizona Customers and Group Benefits Administrators were conducted during the second and third quarter of 2015 by Thoroughbred Research, an independent research company.

\*\*Based on internal analysis of customer service and claim teams hire dates.

See why we're Arizonan's trusted  
choice for more than 75 years.

Select your plan today!

**Call 1 (866) 287-1980 or visit [adoa.azblue.com](http://adoa.azblue.com)**



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