

# Member Guide

## Gold / Silver / Bronze



FROM



### Welcome to Ambetter from Arizona Complete Health!

We are happy to have you as a member. Use this member guide to help you take charge of your health and get the most out of your benefits.

### Create Your Online Member Account

1. Set up your secure Online Member Account to get the most out of your plan.
2. Do this by visiting the Login page on **Ambetter.AZcompletehealth.com**.

Your member account gives you access to see your benefits and coverage information, access your Schedule of Benefits, claims information, Digital ID, and more – all in one convenient place.

### Payment Information

Best Option! **Pay online.**

- **AmbetterQuickPayAZ.com**
- Enroll in automatic bill pay
- Make a one-time payment

Visit **Ambetter.AZcompletehealth.com** for even more ways to pay. You will receive your Welcome Packet and Member ID Card(s) after your first month's premium is paid in full.

### Learn More About Your Core Member Plan

Ambetter from Arizona Complete Health makes it easier for you to get the care you deserve – from the doctors you trust. We partner with Primary Care Physician (PCPs), specialists and other medical providers. To search our online Provider Directory, visit **ambetter.AZcompletehealth.com/find-a-provider.html**. **Remember to select an in-network PCP!**



**In-network or network** provider means a physician or provider who is identified in the most current list for the network shown on your Member ID Card. Services received from an **out-of-network provider** are not covered, except as specifically stated in your EOC.

Learn about how to get the most out of your plan. Refer to your Evidence of Coverage (EOC) for information on referrals, prior authorizations and more by visiting:

**Ambetter.AZcompletehealth.com/health-plans.html**

Ambetter from Arizona Complete Health, is underwritten by Arizona Complete Health, which is a Qualified Health Plan issuer in the Arizona Health Insurance Marketplace. This is a solicitation for insurance. © 2023 Arizona Complete Health. All rights reserved. \*Formerly known as Ambetter Telehealth. Cost sharing may apply when using Virtual 24/7 Care. Virtual 24/7 Care cost share does not apply to HSA plans until the deductible is met and is only applicable when used through the Virtual 24/7 Care program. Ambetter Health does not provide medical care. Medical care is provided by individual providers which are independent contractors and not agents of Ambetter Health.

\*\*Healthcare-related costs will vary by member and the plan in which you are enrolled. Funds expire immediately upon termination of insurance coverage.

My Health Pays® rewards cannot be used for pharmacy copays. My Health Pays rewards cannot be used to pay premiums.

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### Stay Healthy and Stay Well with Ambetter

Get the most from your Ambetter from Arizona Complete Health insurance with our health and wellness benefits. Ambetter from Arizona Complete Health offers the benefits you need to take control of your health today. Learn more about the benefits below and more by visiting

**Ambetter.AZCompleteHealth.com/health-plans/our-benefits.html.**

- Mail-Order Pharmacy Program
- Virtual 24/7 Care\*
- Essential Health Benefits
- My Health Pays® Rewards Program\*\*
- Care Management Services
- Start Smart for Your Baby®
- Health Management Programs

### My Health Pays® Rewards Program

You love being healthy, we love paying you for it. Our My Health Pays program is a rewards program that pays you for the healthy decisions you're already making each and every day.

Learn more at **Ambetter.AZcompletehealth.com.**



Eat Right



Move More



Be Well



Save Smart



### Member Services

If you have questions, call us at:

**1-888-926-5057 (TTY 711).**

We are here to help. We're available Monday through Friday, 8 a.m. to 8 p.m. local time.



### On The Web

For more information, visit:

**Ambetter.AZcompletehealth.com**



### Free Interpreter Services

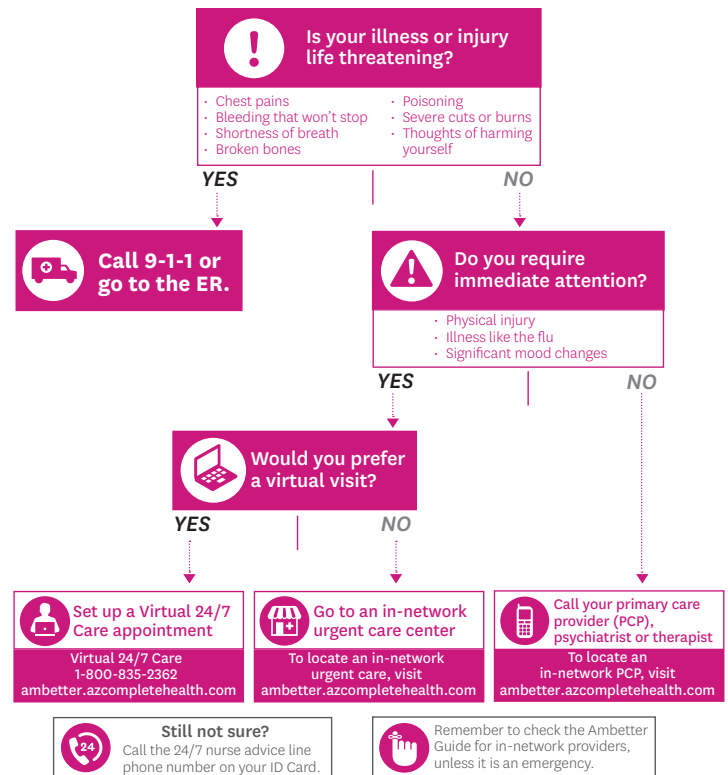
Interpreter services include languages other than English. Call Member Services for more information. This service allows you and your provider to talk about your medical or behavioral health concerns in a way that is most comfortable for you. Members who are blind or visually impaired and need help with interpretation can call Member Services for an oral interpretation.



### Enrollment

If you enrolled through Health Insurance Marketplace and have updates to your enrollment information (your date of birth, address, income, or life changes), you can contact Ambetter from Arizona Complete Health at 1-888-926-5057 (TTY 711). We are available Monday through Friday, 8 a.m. to 8 p.m. local time. Visit **Healthcare.gov** or call: 1-800-318-2596 (TTY: 1-855-889-4325). If you are enrolled in an off-exchange plan, please contact Member Services to update your enrollment information, such as your date of birth, address or income or life changes. You can do this by calling 1-888-926-5057 (TTY 711). We're available Monday through Friday, 8 a.m. to 8 p.m. local time.

### Where to go for care?



## Statement of Non-Discrimination

Ambetter from Arizona Complete Health is underwritten by Arizona Complete Health, which is a Qualified Health Plan issuer in the Arizona Health Insurance Marketplace. Arizona Complete Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex (including pregnancy, sexual orientation, gender identity, or sex characteristics). This is a solicitation for insurance. © 2023 Arizona Complete Health. All rights reserved. [Ambetter.AZcompletehealth.com](https://Ambetter.AZcompletehealth.com)

If you, or someone you are helping, have questions about Ambetter from Arizona Complete Health, and are not proficient in English, you have the right to get help and information in your language at no cost and in a timely manner. If you, or someone you are helping, have an auditory and/or visual condition that impedes communication, you have the right to receive auxiliary aids and services at no cost and in a timely manner. To receive oral interpretation, ASL, written translation, or auxiliary services, please contact Member Services at 1-888-926-5057 (TTY 711). If you believe that Arizona Complete Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex (including pregnancy, sexual orientation, gender identity, or sex characteristics), please contact Member Services at 1-888-926-5057 (TTY 711). You may also submit a grievance by phone to 1-888-926-5057 (TTY 711). For information on filing a discrimination complaint directly with the U.S. Department of Health and Human Services, Office of Civil Rights, please visit <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>.

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<b>English:</b>	If you, or someone you are helping, have questions about Ambetter from Arizona Complete Health, and are not proficient in English, you have the right to get help and information in your language at no cost and in a timely manner. If you, or someone you are helping, have an auditory and/or visual condition that impedes communication, you have the right to receive oral interpretation, ASL, written translation, or auxiliary services at no cost and in a timely manner. To receive translation or auxiliary services, please contact Member Services at 1-866-918-4450 (TTY 711).
<b>Spanish:</b>	Si usted, o alguien a quien está ayudando, tiene preguntas acerca de Ambetter de Arizona Complete Health y no domina el inglés, tiene derecho a obtener ayuda e información en su idioma sin costo alguno y de manera oportuna. Si usted, o alguien a quien está ayudando, tiene un impedimento auditivo o visual que le dificulta la comunicación, tiene derecho a recibir interpretación oral, lengua de señas estadounidense (ASL), traducción escrita o servicios auxiliares sin costo alguno y de manera oportuna. Para recibir servicios auxiliares o de traducción, comuníquese con Servicios para Miembros al 1-866-918-4450 (TTY 711).
<b>Navajo:</b>	Daa ni, doodaii la'da ni'bineesh'a dzaqdi, be'esdzááh na'ídkid 'aa Ambetter from Arizona Complete Health, dóó bineesh'a góó t'oo 'adee naash'ne di Bilagaana bizaad, ni be'esdzááh la' t'áá 'áko góó bil hánish'áash dzaqdi dóó bíka'ashkíd di níhí saad gi 'adin t'áadoo bááhilinigoo dóó di léi na'alkid lahgo 'át'éego. Dąą ni, doodaii la'da ni'bineesh'a dzaadi, be'esdzááh la nish'j dóó/doodaii na'ach'aah 'ahooszoli eii biniishl'aah bil'alnaa'alwo, ni be'esdzááh la' t'aa 'ako góó baa yíłtsóós azee'nimazigii hane'bikazi, ASL, tsetsiin bich'aah na'ada saad naanalahdee', doodaii' 'ooljee'lahgo 'anaa'niil tse'esgizii gi 'adin t'áadoo baáhilinigoo dóó di léi na'alkid lahgo 'át'éego. Góó yíłtsóós saad náánalahdée' doodaii'ooljee'lahgo 'anaa'niil tse'esgizii, t'aa shoodi deistse' 'Anishtah Tse'esgizii gi 1-866-918-4450 (TTY 711).
<b>Chinese:</b>	如果您，或是您正在協助的對象，有關於 Ambetter from Arizona Complete Health 方面的問題，且不通英語，您有權利免費並及時以您的母語獲幫助和訊息。如果您，或您正在協助的對象有聽力和/或視力上的問題，阻礙了溝通，您有權利免費並及時獲得口譯、ASL、筆譯或輔助服務。若要取得翻譯或輔助服務，請聯絡會員服務部，電話是 1-866-918-4450 (TTY 711)。
<b>Vietnamese:</b>	Nếu quý vị hoặc người mà quý vị đang giúp đỡ có câu hỏi về Ambetter from Arizona Complete Health và không thành thạo tiếng Anh, quý vị có quyền được trợ giúp và nhận thông tin bằng ngôn ngữ của mình miễn phí và kịp thời. Nếu quý vị hoặc người mà quý vị đang giúp đỡ mắc bệnh về thính giác và/hoặc thị giác gây cản trở giao tiếp, quý vị có quyền nhận dịch vụ phiên dịch, ASL, văn bản dịch hoặc dịch vụ phụ trợ miễn phí và kịp thời. Để nhận dịch vụ thông dịch hoặc dịch vụ phụ trợ, vui lòng liên hệ bộ phận Dịch Vụ Thành Viên theo số 1-866-918-4450 (TTY 711).
<b>Arabic:</b>	إذا كان لديك أو لدى شخص تساعد أسئلة حول Ambetter from Arizona Complete Health، ولم تكن بارعا باللغة الإنكليزية، ف لديك الحق في الحصول على المساعدة والمعلومات بلغتك من دون أي تكلفة وفي الوقت المناسب. إذا كنت أنت أو أي شخص تساعد تعاني من حالة سمعية و/أو بصرية تعيق التواصل، ف لديك الحق في الحصول على خدمات الترجمة الفورية أو لغة الإشارة الأمريكية أو الترجمة الكتابية أو خدمات إضافية من دون أي تكلفة وفي الوقت المناسب. لتلقي خدمات الترجمة أو خدمات إضافية، يرجى الاتصال بـ خدمات الأعضاء على 1-866-918-4450 (TTY 711).
<b>Tagalog:</b>	Kung ikaw, o ang iyong tinutulongan, ay may mga katanungan tungkol sa Ambetter from Arizona Complete Health, at hindi ka mahusay sa Ingles, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika nang walang gastos at sa maagap na paraan. Kung ikaw, o ang iyong tinutulongan, ay may kondisyon sa pandinig at/o paningin na nakakaapekto sa komunikasyon, may karapatan kang makatanggap ng pasalitang pagsasalin, ASL, nakasulat na pagsasalin, o mga karagdagang serbisyo nang walang gastos at sa maagap na paraan. Para makatanggap ng mga serbisyo sa pagsasalin o mga karagdagang serbisyo, mangyaring makipag-ugnayan sa Mga Serbisyo para sa Miyembro sa 1-866-918-4450 (TTY 711).
<b>Korean:</b>	귀하 또는 귀하의 도움을 받는 분이 Ambetter from Arizona Complete Health에 대한 질문이 있는 경우 영어에 능숙하지 않으시면 해당 언어로 시의적절하게 무료 지원과 정보를 받을 권리가 있습니다. 귀하 또는 귀하의 도움을 받는 분이 청각 및/또는 시각적으로 의사소통에 장애가 있는 경우 시의적절하게 무료로 통역, ASL, 번역 또는 보조 서비스를 받을 권리가 있습니다. 번역 또는 보조 서비스를 받으시려면 1-866-918-4450(TTY 711)번으로 가입자 서비스부에 연락해주시요.
<b>French:</b>	Si vous même ou une personne que vous aidez avez des questions à propos d'Ambetter from Arizona Complete Health et que vous ne maîtrisez pas l'anglais, vous pouvez bénéficier gratuitement et en temps utile d'aide et d'informations dans votre langue. Si vous même ou une personne que vous aidez souffrez d'un trouble auditif ou visuel qui entrave la communication, vous pouvez bénéficier gratuitement et en temps utile d'une interprétation orale ou en langue des signes (LSF), d'une traduction écrite ou de services auxiliaires. Pour profiter de services de traduction ou de services auxiliaires, veuillez contacter Services aux membres au 1-866-918-4450 (TTY 711).
<b>German:</b>	Falls Sie oder jemand, dem Sie helfen, Fragen zu Ambetter from Arizona Complete Health hat und nicht Englisch spricht, haben Sie das Recht, kostenlos und zeitnah Hilfe und Informationen in Ihrer Sprache zu erhalten. Falls Sie oder jemand, dem Sie helfen, eine Hör- und/oder Sehbeeinträchtigung hat, die die Kommunikation beeinflusst, haben Sie das Recht kostenlos und zeitnah eine Verdolmetschung, eine Verdolmetschung in Gebärdensprache, eine Übersetzung oder zusätzliche Dienstleistung zu erhalten. Um eine Übersetzung oder zusätzliche Dienstleistungen zu erhalten, wenden Sie sich an den Kundendienst unter 1-866-918-4450 (TTY 711).

**Russian:** Если у вас или у лица, которому вы помогаете, возникли какие-либо вопросы о программе страхования Ambetter from Arizona Complete Health, при этом вы недостаточно хорошо владеете английским языком, вы имеете право на бесплатную и своевременную помощь и информацию на своем родном языке. Если у вас или у лица, которому вы помогаете, наблюдается какое-либо нарушение слуха и/или зрения, которое препятствует коммуникации, вы имеете право на бесплатные и своевременные услуги устного и письменного перевода, перевода на американский жестовый язык либо вспомогательные услуги. Для получения услуг перевода или вспомогательных услуг обратитесь в отдел обслуживания участников программы страхования по номеру 1-866-918-4450 (TTY 711).

**Japanese:** ご自身やあなたが介護している他の人が、Ambetter from Arizona Complete Healthについてご質問をお持ちの場合、英語に自信がなくても無料かつタイムリーにご希望の言語でヘルプや情報を得ることができます。ご自身や、あなたが介護している他の人の聴覚や視覚の状態のためやり取りが難しい場合でも、無料かつタイムリーに、通訳、ASL、翻訳や補助サービスを受けることができます。翻訳や補助サービスを受けるには、1-866-918-4450 (TTY 711)のメンバーサービスにご連絡ください。

**Persian:** اگر شما یا فردی که دارید به او کمک می‌کنید، سؤالی درباره Ambetter from Arizona Complete Health دارید، و انگلیسی نمی‌دانید، حق دارید کمک و اطلاعات را به زبان خودتان به رایگان و به موقع دریافت کنید. اگر شما یا فردی که دارید به او کمک می‌کنید مشکلات شنوایی یا بینایی دارد که برقراری ارتباط را سخت می‌کند، حق دارید ترجمه شفاهی، ASL، ترجمه کتبی، یا خدمات امدادی را به رایگان و به موقع دریافت کنید. برای دریافت کمک‌ها و خدمات امدادی لطفاً با خدمات اعضا به شماره 1-866-918-4450 (TTY 711) تماس بگیرید.

**Syriac:** ... 1-866-918-4450 (TTY 711)

**Serbo-Croatian:** Ako Vi, ili neko kome pomažete, imate pitanja u vezi sa Ambetter from Arizona Complete Health, a ne govorite engleski jezik, imate pravo na besplatnu i blagovremenu pomoć i informacije na sopstvenom jeziku. Ako Vi, ili neko kome pomažete, imate neki poremećaj sluha i/ili vida zbog kojeg je onemogućena komunikacija, imate pravo da besplatno i blagovremeno dobijete usluge usmenog prevoda, tumačenja na američkom znakovnom jeziku, pisanog prevoda ili pomoćne usluge. Obratite se odeljenju za pružanje usluga članovima pozivom na broj 1-866-918-4450 (TTY 711) da biste dobili usluge prevoda ili pomoćne usluge.

**Thai:** หากคุณหรือคนที่คุณกำลังให้ความช่วยเหลือมีคำถามเกี่ยวกับ Ambetter from Arizona Complete Health และไม่ชำนาญในการใช้ภาษาอังกฤษ คุณมีสิทธิ์ที่จะขอรับความช่วยเหลือและข้อมูลในภาษาของคุณโดยไม่เสียค่าใช้จ่ายอย่างทันทีทันใด หากคุณหรือคนที่คุณกำลังให้ความช่วยเหลือมีภาวะด้านการฟังและ/หรือการมองเห็นที่เป็นอุปสรรคต่อการสื่อสาร คุณมีสิทธิ์ที่จะขอรับบริการล่าม, ภาษาามืออเมริกัน (ASL), คำแปลในรูปแบบเขียน หรือบริการเสริมโดยไม่เสียค่าใช้จ่ายอย่างทันทีทันใด หากต้องการบริการด้านการแปลหรือบริการเสริม โปรดติดต่อ บริการสำหรับสมาชิก ที่หมายเลข 1-866-918-4450 (TTY 711)