

2023 CITY OF CHANDLER BENEFITS GUIDE



for retirees & their families



No matter whether you're searching for local delights at the Downtown Farmer's Market.

Unlimited opportunities for every cuisine to satisfy your taste palate.

Interactive, educational, and exciting exhibits at the Chandler Museum.



A Message from the City Manager:

The City of Chandler offers a comprehensive retiree benefits package to care for the health and wellness of those who have served our community. Additionally, we continue to offer programs to help you lead a healthy, active lifestyle.

The City of Chandler's medical plan is a self-funded trust made up of a combination of City dollars and employee and retiree contributions. This fund pays all claims and expenses associated with the medical and prescription drug plans. We are pleased to continue the long-standing relationship with Blue Cross Blue Shield of Arizona for medical and prescription drug coverage.

Some of the ways you can cost effectively be proactive with your health include:

- Completing annual wellness visits for you and your family members
- Use telemedicine services, when possible, by using the BlueCare Anywhere app
- Ensure you are using an in-network provider for all services

Effective January 1, 2023, medical plan rate adjustments will occur. There will be an 8% increase to medical premium rates across all three of our plans, representing a monthly difference ranging from \$41.19 to \$148.85.

Remember, as a retiree you always have the option to compare costs and enroll in coverage from the state retirement systems (ASRS/PSPRS). The plans they offer can often be more cost effective, especially once you are Medicare eligible.

Team Chandler is strong because of our incredible employees, retirees and all their families. Thank you for working together to perform the self-care necessary to live a healthy lifestyle and keep our healthcare trust on track and sustainable for the future.

Sincerely,

Josh Wright
City Manager

The City of Chandler provides our retirees with medical, dental, vision and group term life insurance benefits. This guide provides a summary of your benefit options. Remember, you may not be eligible for all the benefits outlined in this guide. Retirees are only eligible for the benefit plans for which they are currently enrolled.

Please review this guide carefully; talk it over with your family. Compare your options; then make the best decision for you and your family for 2023.



BENEFITS INFORMATION ONLINE!

Retirees and their families can get the latest benefits information and resources at chandleraz.gov/benefits.

There you can find **Important Benefit Program Notices** and **Summaries of Benefits and Coverage (SBC)** for each plan.

This guide provides a general overview and summary of the City's benefit program. It is not intended to be an authoritative or exhaustive description of these benefits, nor does it create any contract for, or entitlement or right to, any of the benefits described herein. In the event of a conflict, the terms of the City of Chandler's agreements with the benefit providers and the provider-supplied materials describing the coverage offered have precedence over the benefit descriptions contained in this guide.



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The Historic Square Breezeway helps connect Downtown Chandler and Downtown South. The mural brings the vibrant downtown culture to life and encourages walkability as residents and visitors explore.

Benefits Eligibility

Our plans are on a calendar year and are effective from January 1 to December 31. New retirees are eligible for benefits the first of the month following their employment termination date.

Once you make your benefit elections, your next opportunity to make changes will be during annual Open Enrollment, unless you have a qualifying life event. Please see Qualifying Life Events on page 3 for more details.

ELIGIBLE DEPENDENTS

The following are eligible dependents that may enroll in City of Chandler's benefits. Please see CM-51 (Proof of Dependent Status for the City of Chandler Health Plans) for required documentation.

- Your legally married spouse
- A child/young adult under the age of 26 (until the end of the month of their 26th birthday), which includes the retiree's natural child, stepchild (when the parent is legally married to the eligible retiree), legally adopted child, or child under legal custody or legal guardianship of the retiree
- Children who are the subject of a valid Qualified Medical Child Support Order (QMCSO) as determined by Human Resources
- An unmarried disabled child of an eligible retiree who has reached age 26, primarily supported by the retiree and incapable of sustaining employment by reason of mental or physical disability- see Human Resources for more details.



Every April bicyclists join together for the annual Chandler Family Bike Ride along the popular Paseo Trail.

Qualifying Life Events

MAKING CHANGES TO YOUR COVERAGE

According to IRS rules, you are allowed to make certain benefit changes during the plan year only if you experience a qualifying life event. To make a change, you must notify Human Resources within 31 calendar days of the event.

Examples of qualifying life events include:

- Becoming Medicare-eligible
- Marriage, divorce, death of spouse or annulment
- Birth, death, adoption or placement for adoption of a child
- Change in employment status for you, your spouse, or your dependent
- Change in dependent eligibility due to age
- Become eligible or lose coverage under Medicaid or Children's Health Insurance Program Reauthorization Act (CHIPRA).



Veterans Oasis Park is a great place to take a moment. With 113-acres, a beautiful community fishing lake, scenic trails, tranquil pavilions and an outdoor amphitheater.

Depending on the type of event, you must provide proof of the event. Benefit changes must be consistent with the qualifying life event. See CM-53 (Benefit Plan Mid-Year/Special Enrollment Changes) on chandleraz.gov/benefits for your individual situation and required documentation.

FOR NEW BABIES AND ALL OTHER DEPENDENTS - DO NOT WAIT to notify the City of Chandler until you have the required proof of dependent verification documentation, or your dependent(s) may be denied coverage. The required documents can be provided when you receive them. Please notify Human Resources by emailing benefits@chandleraz.gov or calling **480-782-2371**.

If you have questions, see the benefits Administrative Regulations for additional benefit details and information on chandleraz.gov/benefits.



Sleepy Whale is just one of dozens of Downtown Chandler establishments ready to provide a unique Chandler experience.

2023 Medical Plan Options

The City of Chandler has a variety of plans with unique features. We offer three medical plan options to choose from. When it comes to selecting a medical plan, you should choose what works best for you and your family.

Our Medical plans are offered through the Blue Cross Blue Shield of Arizona network. Generally, if you choose a plan with a higher deductible and coinsurance, your monthly premium may be smaller. Consider your family’s overall health situation and finances in order to choose the plan that’s right for you.

This is a brief overview of the major differences of our three plan options.

PLAN QUALITIES

	RED PLAN	BLUE PLAN	WHITE PLAN
Cost	Highest monthly premium, but lower deductible and some copays	Low monthly premium, but higher deductible than the Red Plan	Lowest monthly premium in 2023, but highest deductible
Flexibility to choose doctors	Same level of flexibility to choose doctors using the BCBS of Arizona network. Also receive out of state coverage with the BCBS Blue Card.		
Prescription drugs	You pay a copay when you fill a prescription with an in-network pharmacy. For out-of-network pharmacy description cost, please referred to the SBC’s (Summary of Benefits Coverage)		You pay the full cost of prescription drugs until you satisfy the deductible, then you pay a copay when you fill a prescription with an in-network pharmacy. For out-of-network pharmacy description cost, please referred to the SBC’s.
In-network provider advantage	You save money when you choose in-network providers because you receive negotiated discounts for services.		
Protection	All three plans provide protection at different out-of-pocket maximums per plan to protect you in case you and your family have unusually large health care expenses in a single plan year — if you reach the out-of-pocket maximum, the plan will pay the rest of your covered charges for the remainder of the year.		

COORDINATION OF BENEFITS (COB)

When another commercial carrier/administrator is the primary payer and BCBSAZ is the secondary payer:

The combined payments by the primary payer and BCBSAZ will not exceed the greater of the primary payer or BCBSAZ’s allowed amount. BCBSAZ’s payment will be the higher allowed amount minus the amount paid by the primary payer, not to exceed what BCBSAZ would have paid as the primary payer.

Retirees will be responsible for the difference between the higher allowed amount and the total of BCBSAZ and the primary payer’s payments if the provider is an in-network provider.

Retirees will be responsible for the difference between the provider’s billed charges and the total of BCBSAZ and the primary payer’s payments if the provider is out-of-network (except for emergency services). **NOTE: This does not apply when the primary payer is Medicare.**



Chandler has four public libraries providing many more services than just borrowing books. Your library card can give you access to all sorts of unexpected perks—and most of them are completely free.

MEDICAL PLAN COVERAGE

NOTE: This information is a general overview of coverage for **in-network providers** only. Please make sure you verify the provider is in-network before scheduling an appointment. For **out-of-network** coverage and more details regarding each service, please make sure you review the Summary of Benefits Coverage (SBCs) for each plan located on Chanweb or chandleraz.gov/benefits.

BENEFIT	RED PLAN	BLUE PLAN	WHITE PLAN
	IN-NETWORK		
Deductible			
If you have family members on the plan, the overall family deductible must be met before the plan begins to pay			
Member	\$500	\$750	\$1,750
Family	\$1,000	\$1,500	\$3,500
Out-of-Pocket Maximum			
If you have family members on the plan, they must meet their own out-of-pocket max until the overall family out-of-pocket limit has been met.			
Member	\$2,500	\$2,750	\$3,500
Family	\$5,000	\$5,500	\$7,000
Physician Services			
Primary Care Office Visit	\$25 copay	20% after deductible	15% after deductible
Preventive Care	No charge	No charge	No charge
Specialist Office Visit	\$40 copay	20% after deductible	15% after deductible
Diagnostic Services			
X-ray and Lab	No charge	No charge	15% after deductible
	Cost share waived if lab is a 100% freestanding independent lab, or service is performed in physician's office;		
Complex Radiology (MRI, MRA, CT scan, PET scan)	15% after deductible	20% after deductible	15% after deductible
Allergy Tests and Treatments	Applicable office visit copay applies	20% after deductible	15% after deductible
Hospital Services			
Inpatient (including semi-private room and board, and physician and surgeon charges)	15% after deductible	20% after deductible	15% after deductible
Outpatient Surgery	15% after deductible	20% after deductible	15% after deductible
Emergency Services			
Hospital Emergency Room	\$100 access fee plus 15% after deductible	\$100 access fee plus 20% after deductible	15% after deductible
Ambulance	No charge	No charge	15% after deductible
Urgent Care Facilities	\$50 copay	20% after deductible	15% after deductible
Other Facilities			
Skilled Nursing Facility* (annual limit of 240 days)	15% after deductible	20% after deductible	15% after deductible
Home Health Care	15% after deductible	20% after deductible	15% after deductible
Mental Health Treatment			
Inpatient	15% after deductible	20% after deductible	15% after deductible
Outpatient (individual or group counseling)	No charge	No charge	15% after deductible
Substance Abuse Treatment			
Inpatient	15% after deductible	20% after deductible	15% after deductible
Outpatient	No charge	No charge	15% after deductible
Other Services			
Durable Medical Equipment*	No charge	No charge	15% after deductible
Prosthetics*	No charge	No charge	15% after deductible
Outpatient short-term rehabilitation (Annual 60 visit limitation (PT, OT, ST) applies.)	\$40 copay	20% after deductible	15% after deductible
Chiropractic Care (Annual 20 visit limitation applies)	\$35 copay	20% after deductible	15% after deductible

BENEFIT	RED PLAN	BLUE PLAN	WHITE PLAN
	IN-NETWORK		
Homeopathic/Naturopathic/Acupuncture benefits (Acupuncture has a \$500.00 annual limit. Balance billing may apply for out-of-network services in all three plans in excess of the BCBSAZ allowed amount).	\$40 copay	20% after deductible	15% after deductible
Telehealth (Medical)	No charge	No charge	\$64 until deductible is met. Then no charge
Telehealth (Mental Health)	No charge	No charge	\$90/\$115/\$140/\$250 until deductible is met. Then no charge*
Telemedicine	No charge	No charge	No charge after deductible*

PHARMACY BENEFITS	RED PLAN	BLUE PLAN	WHITE PLAN
	IN-NETWORK		
You can find a list of medications and their tiers on azblue.com.			
Level one*	\$10 copay	\$10 copay	\$10 copay, after deductible
Level two*	\$30 copay	\$30 copay	\$30 copay, after deductible
Level three*	\$50 copay	\$50 copay	\$50 copay, after deductible
Level four*	\$100 copay	\$100 copay	\$100 copay, after deductible
Mail order – to a 90 days supply	2x retail copay	2x retail copay	2x retail copay, after deductible

*Please review plan SBCs for more detailed information about each plan and out-of-network cost. In the event of a discrepancy between the information in this chart and the official plan documents and contract, the official plan document and contract govern.

PREVENTIVE CARE

Preventive care services are covered at 100 percent on all the City’s medical plans as long as in-network providers are used. Preventive care services are recommended by the US Preventive Service Task Force (USPSTF) and may change from year to year. For current covered preventive services, please review your benefit booklet on your azblue.com portal or at the US Preventive Services Taskforce uspreventiveservicestaskforce.org.

ALWAYS LOOK FOR AN IN-NETWORK PROVIDER

With all plans you can use in-network and out-of-network providers, but your costs will be lower when you stay in-network. To find doctors, hospitals and other healthcare providers in the BC/BS of Arizona network, use the Find a Doctor tool at azblue.com/individualsandfamilies/find-a-doctor.



MOBILE APP: The AZBlue Mobile App gives you 24x7 access to your Blue Cross Blue Shield of Arizona benefits, claims and other important information, you can: access your ID card and email it to your doctor’s office right from the app, locate the closest in-network urgent care provider, review your coverage summary for you and your family.



The Downtown Chandler Farmers Market happens every Saturday from 9 a.m. – 1 p.m. from October – May at Dr. A.J. Chandler Park West (3 S. Arizona Avenue).

Additional Medical Care Options

BLUECARE ANYWHERE - TELEHEALTHSM

Most of us don't have time to be sick. If you are a member of the City's Blue Cross/Blue Shield of Arizona medical plan you will have access, anytime and anywhere, to remote medical, counseling or psychiatry services. Virtual visits are available 24/7 for common illness, aches and pains and medications and/or counseling/ psychiatry concerns. A key benefit of BlueCare AnywhereSM is convenience. Virtual visits do not replace your annual physical or regular visits with your doctor.



MOBILE APP: To sign up for Telehealth, visit BlueCareAnywhereAZ.com or download the mobile app and select a provider. Telehealth should not be used for emergencies. In an identified or probable emergency, the virtual visit provider will direct the patient to seek emergency care and you would not be charged for that remote visit.

TELEMEDICINE

A telemedicine visit is a virtual doctor's visit that happens using your computer, tablet, or mobile device. It's a good way to get non-emergency care without going to the doctor's office. Check with your regular PCP or any other in-network BCBSAZ provider to see if they offer telemedicine visits. If your PCP isn't available or doesn't offer telemedicine visits, you can use BlueCare AnywhereSM.

GET DAILY SUPPORT FOR YOUR HEALTH & PARENTHOOD JOURNEY

Blue Cross[®] Blue Shield[®] of Arizona offers a suite of resources to support our retirees and their families throughout the entire parenthood journey. You will have access to expert content, health insights tailored to your unique needs, and unlimited one-on-one health coaching with a dedicated well-being team of experts.

MOBILE APP: Access online or download the Sharecare app to select the program that is right for you. You will have access to relevant and personalized information that can help you stay healthy, meet your wellness goals by completing challenges, coaching and other wellness programs, including the Pregnancy Rewards program. Also, you can enroll in the fertility, pregnancy, or parenting program to find out how to get a \$100 gift card reward.



NURSE ON CALL

Get immediate answers to your health questions from an experienced, registered nurse, anytime, day or night.

Call 866-422-2729 or start a chat online by logging in to your azblue.com account and choosing Nurse on Call under Health & Wellness.

DISPATCH HEALTH - "Bringing Back the House Call"

Avoid possible unnecessary trips to the emergency room. Dispatch Health can treat some common to complex injuries and illnesses, all in the comfort of your home. You will be visited by a qualified medical team including a physician assistant or nurse practitioner along with a medical technician. An on-call physician is also available at all times via phone.

The following are some of the most common treatments available:

- Common Ailments (flu, weakness, falls, anxiety)
- Eye Issues
- Cardiology
- Respiratory
- Urinary
- Dermatology
- Digestive
- Neurological
- Musculoskeletal
- Ear, Nose, and Throat
- Certain minor procedures



MOBILE APP: Dispatch Health is open 7 days a week, 365 days a year – 8 a.m. – 10 p.m. Request care by calling 602-644-2474 or through the DispatchHealth app.

Cost will vary based on plan and services required (minimum cost similar to an urgent care visit). Dispatch Health is a BCBS of Arizona in-network contracted provider.



Chandler Police engages with community members through the popular Coffee with a Cop program.

2023 Dental Plan

To help you stay on top of your dental health, the City offers you and your eligible dependents comprehensive dental coverage through Delta Dental of Arizona. Here are some important points to remember about how the plan works:

- 1. Freedom to visit any licensed dentist of your choice**— The Delta Dental of Arizona plan allows you to see any licensed dental provider you choose. To keep your out of pocket cost low, make sure you visit a dentist that is part of the Delta Dental of Arizona PPO or Premier Network. Stay in-network and save!
- 2. You won't get a bill later**—With the exception of your deductible and shared responsibility, participating in-network providers accept Delta Dental of Arizona's payment as "paid in full" so you won't receive a bill later.



MOBILE APP: Easily access a full range of tools and resources with the Delta Dental mobile app. You can register by using your member ID (SS#). Access Mobile ID Card, view your coverage and claims, find a dentist, use the dental care cost estimator, LifeSmile Score, toothbrush timer and more.

PREAUTHORIZATION & BALANCE BILLING

Be sure to get any service over \$250 preauthorized by Delta Dental of Arizona before you proceed. Otherwise, you may not be covered.

If you are not covered, you may be billed for the balance of what the plan does not cover. This is called "balance billing." Consider the following before obtaining a service:

- Make sure the provider and facility are a part of the PPO or Premier Network. If you're not sure, call the provider or Delta Dental of Arizona directly.
- Find out the cost for a service and how much the plan will cover. This will help you determine whether or not you will be billed later.

Deductible	\$25 per person/\$75 per family (applies to both in- and out-of-network)
Annual Maximum	<ul style="list-style-type: none"> • \$2,000 per person for basic and major services • Preventive services do not contribute to the calendar year maximum • Basic and major services contribute to the calendar year maximum • Orthodontia has a separate lifetime maximum benefit of \$2,000 per individual

ROUTINE SERVICES	BASIC SERVICES	MAJOR SERVICES	ORTHODONTIC SERVICES
Covered at 100%	Covered at 80%	Covered at 70%	Covered at 50%
Preventive <ul style="list-style-type: none"> • Routine cleanings (three times in a benefit year) • Topical application of fluoride (children through age 17, twice in a benefit year) • Space maintainers (for missing posterior primary 'baby' teeth up to age 14) • Sealants for children (once in a three-year period for permanent molars and bicuspids through age 18) Diagnostic <ul style="list-style-type: none"> • Exams, evaluations or consultations (twice in a benefit year) • X-rays <ul style="list-style-type: none"> - Full mouth/Panorex or vertical bitewings (once in a three-year period) - Bitewing (twice in a benefit year) - Periapical 	Restorative <ul style="list-style-type: none"> • Fillings <ul style="list-style-type: none"> - Silver amalgam, synthetic white fillings (once per surface every two years) - Stainless steel crowns (for primary 'baby' teeth only) Oral surgery: Extractions, general anesthesia (for surgical extractions or other surgical procedures performed in a dental office) Endodontics <ul style="list-style-type: none"> • Root canal treatment (permanent teeth) • Pulpotomy (primary 'baby' teeth) Periodontics <ul style="list-style-type: none"> • Treatment of gum disease (non-surgical, once every two years; surgical, once every three years) Emergency: Treatment for the relief of pain and limited prescriptions	Prosthodontics <ul style="list-style-type: none"> • Bridges • Partial dentures • Complete dentures Restorative <ul style="list-style-type: none"> • Crowns • Onlays Bridge and denture repair <ul style="list-style-type: none"> • Repair of such appliances to their original condition including relining of dentures Replacement <ul style="list-style-type: none"> • Replacements are covered once every five years for all major services from date last performed. Does not provide for lost, misplaced or stolen bridges or dentures Implants <ul style="list-style-type: none"> • Limitations apply 	Benefits for adults and children <p>Lifetime orthodontia benefit limited to a maximum of \$2,000 per patient — payable in two payments — on initial banding and twelve months after (includes Invisalign). This maximum is separate from the calendar year maximum for your other dental benefits.</p>

2023 Vision and Hearing Plan

Even if your eyesight is perfect, regular eye exams are important to your overall health. Eye exams allow your doctor to detect possible vision problems and eye diseases early. To help you care for your vision, the City of Chandler offers a vision benefit through Vision Service Plan (VSP) that covers annual eye exams, frames, lenses and contact lenses.

YOUR COVERAGE WITH VSP			
BENEFIT	DESCRIPTION	COPAY	FREQUENCY
Well Vision Exam	Annual eye wellness exam	\$10	Every calendar year
Prescription Glasses/ Lenses	<ul style="list-style-type: none"> • Single vision, lined bifocals, and lined trifocal lenses • Polycarbonate lenses for dependent children 	\$15	Every calendar year
Frame	<ul style="list-style-type: none"> • \$170 allowance for a wide selection of frames • \$190 allowance for featured frame brands • \$95 Walmart/Costco frame allowance • 20% savings on the amount over your allowance 	See allowance	Every other calendar year
Lens Enhancements	<ul style="list-style-type: none"> • Standard progressive lenses • Premium progressive lenses • Custom progressive lenses • Average savings of 35-40% on other lens enhancements 	\$0 \$80 - \$90 \$120 - \$160	Every calendar year
Contacts (instead of glasses)	<ul style="list-style-type: none"> • \$160 allowance for contacts and contact lens exam (fitting and evaluation) • 15% savings on a contact lens exam (fitting and evaluation) 	\$0	Every calendar year
Diabetic Eyecare Program	Services related to diabetic eye disease, glaucoma and age-related macular degeneration (AMD). Retinal screening for eligible members with diabetes. Limitations and coordination with medical coverage may apply. Ask your VSP doctor for details.	\$20	As needed
Extra Savings	<p>Glasses and Sunglasses</p> <ul style="list-style-type: none"> • Extra \$20 to spend on featured frame brands. Go to vsp.com/specialoffers for details. • 30% savings on additional glasses and sunglasses, including lens enhancements, from the same VSP provider on the same day as your WellVision Exam. Or get 20% off from any VSP provider within 12 months of your last WellVision Exam. <p>Retinal Screening</p> <ul style="list-style-type: none"> • No more than a \$39 copay on routine retinal screening as an enhancement to a Well Vision Exam <p>Laser Vision Correction</p> <ul style="list-style-type: none"> • Average 15% off the regular price or 5% off the promotional price; discounts only available from contracted facilities • After surgery, use your frame allowance (if eligible) for sunglasses from any VSP doctor 		
<p><i>These are rates for VSP providers only. You have the option of visiting a non-VSP provider, but cost may be higher and you will have to pay the provider in full at the time you receive services. You must submit your itemized receipts to VSP for reimbursement within 12 months.</i></p>			

DISCOUNT ON HEARING AIDS

VSP Vision Care offers discounts on hearing aids through its partner, TruHearing®. At no cost, you can sign up for the TruHearing MemberPlus program to receive discounts such as:

- Savings of up to 50% on hearing aids, based on model.
- Yearly comprehensive hearing exams for \$75.
- Forty-eight batteries per purchased hearing aid
- Up to three follow-up visits to get the fitting just right.
- Protection from loss or damage.

Learn more online at truhearing.com/vsp/ or by calling 877-396-7194.



MOBILE APP: Get access to find a doctor, review your benefits and claims history, and access an online eyewear store with the VSP mobile app. You can also set up your personal account at vsp.com.

NOTE: You will not receive a membership card from VSP. Your Membership # for services will be the last 4 digits of your social security number.

Tumbleweed Recreation Center – Discounted Memberships!

The Tumbleweed Recreation Center (TRC) located at 745 E. Germann Road, offers discounted memberships if you are a Chandler resident. This benefit provides a gateway to health for our retirees and their families to have an easy and affordable way to maintain a healthy lifestyle. They even offer the popular Silver Sneakers® programs!

Enroll in person at the TRC. Present your identification at the time of registration. For more information, call TRC Guest Services at 480-782-2900.



Pickleball is one of many activities offered at the Tumbleweed Recreation Center.

Have you checked out our Senior Center?

Check out the opportunities at our Senior Center located at 202 E Boston St. They are typically open Monday through Friday, 8am to 5pm and there you can find opportunities for enrichment including weekly activities, musical performances, and seasonal celebrations.

They also provide social services including a hot lunch served daily (NOTE – you must call 24 hours in advance to place your lunch order. Call 480-503-6061 to order a lunch) benefits assistance program (to help decipher the mysteries of Medicare among other things), home delivery meals, Veteran’s benefits assistance, legal aid, Dial-A-Ride and even blood pressure checks.

You can take advantage of the fitness classes geared to seniors at Community Center right next door to the Senior Center. Stop by for more information on any of these programs or call them at 480-782-2720.

Blue365®. Because Health is a Big Deal

Blue Cross Blue Shield of Arizona wants to help you take care of yourself every day by offering Blue365, an online destination featuring discounts exclusively for members enrolled in the City’s BCBSAZ health plan.

With savings on fitness, healthy eating, personal care, and more, you can make good choices and save money! Registration is quick and easy. Go to Blue365Deals.com/BCBSAZ and have your Blue Cross Blue Shield member ID card handy. In just a few minutes you will be registered and ready to shop. See special offers from FitBit, Garmin, Reebok and other top national brands.

One of the most popular benefits offered through Blue365 is called Fitness Your Way. For a small monthly fee, and any applicable registration fees, you get access to over 10,000 gyms nationwide, including our own Tumbleweed Recreation Center, LA Fitness, Planet Fitness, EOS Fitness, and many others.

Group Term Life Insurance

Life insurance helps your loved ones by providing financial assistance during difficult times. Life insurance coverage is administered by Voya Financial.

Keep in mind that retiree coverage amounts can only be decreased, not increased.

The insurance certificate for this coverage can be found online at: chandleraz.gov/benefits. You can update your beneficiaries any time throughout the year by emailing benefits@chandleraz.gov or calling 480-782-2376.

2023 Plan Rates

Here is the monthly cost for your coverage.

MEDICAL PLAN

PLAN	TIER	RETIREE MONTHLY PREMIUM
RED PLAN	Retiree only	\$827.00
	Retiree + spouse	\$1,381.00
	Retiree + child(ren)	\$1,223.83
	Retiree + family	\$2,009.43
BLUE PLAN	Retiree only	\$695.02
	Retiree + spouse	\$1,160.63
	Retiree + child(ren)	\$1,028.53
	Retiree + family	\$1,688.80
WHITE PLAN	Retiree only	\$556.03
	Retiree + spouse	\$928.52
	Retiree + child(ren)	\$822.85
	Retiree + family	\$1,351.06

DENTAL PLAN

PLAN	TIER	RETIREE MONTHLY PREMIUM
DELTA DENTAL	Retiree only	\$51.00
	Retiree + one	\$83.00
	Retiree + two or more	\$135.00

VISION PLAN

PLAN	TIER	RETIREE MONTHLY PREMIUM
VSP	Retiree only	\$10.88
	Retiree + Family	\$23.60



Chandler Center for the Arts offers a variety of shows showcasing new and well-loved artists and acts alike.

Questions?

When you have questions, there are helpful people ready to assist you. You are welcome to call our carriers directly— there is a list of their website addresses and phone numbers on the last page of this guide.

Human Resources Contacts

If you have benefits questions, contact Human Resources for further assistance.

CALL	PH#	FOR
Human Resources	480-782-2350	General HR Information
Dee Hooker Erica Beard	480-782-2371 480-782-2376	Benefit life event changes. General information about medical, dental, vision, and life insurance
Dee Hooker Fernanda Osgood	480-782-2371 480-782-2359	Benefit plans eligibility. Questions about benefit plans, benefit claims issues, compliance related matters and appeals to benefit providers
Fernanda Osgood Dee Hooker	480-782-2359 480-782-2371	Comments about benefit providers' performance and/or benefit plan design

You can find additional City of Chandler benefit plans information and administrative regulations on Chanweb or at chandleraz.gov/benefits.

- CM-50 – Retiree Benefit Plan Eligibility and Procedures
- CM-51 – Proof of Dependent Status for City of Chandler Health Plans
- CM-52 – Benefit Plan Termination
- CM-53 – Benefit Plan Mid-Year/Special Enrollment Changes
- CM-56 – City of Chandler Benefits Plans – Definitions & Required Notices
- CM-57 – Retirement Health Savings Plan (RHSP)

KEEP YOUR INFORMATION UP TO DATE

Have you moved recently or are you planning to move? If so, make sure you update your address by emailing benefits@chandleraz.gov. It's important to keep your mailing and email addresses up to date with us so you don't miss out on benefits program updates and opportunities.

Also, please remember to update your address and retirement beneficiaries with ASRS/PSPRS and MissionSquare Retirement (457(b) Deferred Compensation & RHS) by contacting them directly. See contact information on the back of this Guide.



Downtown Chandler is a vibrant community featuring eclectic shops, enticing restaurants, and exciting events throughout the year.

Important Contact Information

BENEFIT	PROVIDER NAME	POLICY	PHONE	WEBSITE
Medical	Blue Cross Blue Shield of Arizona	28399	866-595-5993	azblue.com
Care Management	BCBSAZ	28399	602-864-4830	azblue.com
ESolutions (password help)	BCBSAZ	28399	602-864-4844	azblue.com
Nurse On Call	BCBSAZ	28399	866-422-2729	azblue.com
Disease Management	BCBSAZ	28399	866-422-2729	azblue.com
Health Coaching	BCBSAZ	28399	866-422-2729	azblue.com
Ovia Parenting	BCBSAZ/Sharecare	28399	877-292-1359	azblue.com/sharecare.com
Mail Order Pharmacy Service	Optum RX (BCBSAZ)	28399	866-325-1794	azblue.com
Health Savings Account (HSA)	HealthEquity (24/7)	n/a	866-960-8026	healthequity.com
Telehealth	BlueCare Anywhere	n/a	n/a	BlueCareAnywhereAZ.com
Dental	Delta Dental of Arizona	1193	602-938-3131 or 800-352-6132	deltadentalaz.com
Vision	Vision Service Plan (VSP)	12-138410	800-877-7195	vsp.com
Life Insurance	VOYA Financial, Inc.	67475-3	Customer Service: 800-537-5024 Life Claims: 888-238-4840	Voya.com
Deferred Compensation – 457(b)	MissionSquare Retirement	301601	800-669-7400 (if you don't have a PIN, press 0) Local Representatives: 888-883-8578	missionsq.org/chandleraz
Retirement Health Savings Plan (RHSP)	MissionSquare Retirement	801217		
Reimbursement from RHSP	Meritain Health	801217	888-587-9441	missionsq.org/chandleraz
Pension Plan	Arizona State Retirement System (ASRS)	Account# 420120	602-240-2000	Azasrs.gov
	Public Safety Personnel Retirement System (PSPRS)	Account#: Fire: 004 Police: 005	602-255-5575	Psprs.com



Residents and visitors can enjoy live musical performances as part of the Sonoran Sunset Series, free open-air concerts, at the amphitheater at Veteran's Oasis Park.

