

WELCOME

Instructions to Help Employers and Their Employees Access Group Health Plan Benefits

Congratulations

Your employer has recently contracted with Blue Cross Blue Shield of Arizona to provide or administer health care coverage. Blue Cross Blue Shield of Arizona wants to make sure you can access your available benefits as soon as your coverage is effective even if you haven't yet received your ID card, schedule page and benefit book. This letter explains how to access your benefits and obtain covered services if you don't yet have your Blue Cross Blue Shield of Arizona (BCBSAZ) ID card and coverage materials. You may want to fold this letter and carry it with you until you receive your ID card.



If you need to fill prescriptions before you receive an ID card*:

Please tell the pharmacy you are a member of a newly enrolled group with BCBSAZ insurance, but you haven't yet received your ID card. BCBSAZ network pharmacies may be willing to submit a claim online using the BCBSAZ BIN number: 603017. Please provide as much information as possible to the pharmacy, such as the:

- employer's group policy number (available from your employer)
- name of the employer's business
- covered employee's full name
- covered employee's date of birth
- effective date of your group health insurance coverage (available from your employer)

If your pharmacy would like assistance in submitting a claim online, they may call the BCBSAZ Prescription Benefits Unit at (602) 864-4273 or (800) 232-2345, ext. 4273 during normal business hours. After hours, the pharmacy may call (800) 325-1810.

Some pharmacies may still require you to pay the retail cost for prescriptions until you have your ID card. If you have paid for prescriptions before you receive your ID card, please follow the steps outlined below:

- Be sure you get itemized prescription receipts at the pharmacy.
- Mail the original prescription receipts or photocopies to:

BCBSAZ
Mail Stop A115
P.O. Box 13466
Phoenix, AZ 85002-3466

Receipts should include the name of the member (patient), medication name, the prescribing doctor's name, quantity, NDC number, pharmacy name and amount paid. In addition to the information on the receipt, be sure to include the employee's name and address, and the date of birth of the member (patient).

- BCBSAZ will reimburse the employee minus any cost-share according to the provisions of the benefit plan.

**BlueSelect®/BlueChoice® members: except for emergency situations, in-network pharmacies must be used for prescriptions to be covered.*

If you or your provider needs to verify benefits or precertify treatment:

You should call the customer service phone number listed below, and explain that you are a member of a newly enrolled group and don't yet have your ID card. Please give the representative as much identifying information as possible, such as the:

- employer's group policy number (available from your employer)
- name of the employer's business
- covered employee's full name
- covered employee's date of birth
- effective date of your group health insurance coverage (available from your employer)

Providers may inquire about your benefits or precertification by calling the Provider Assistance number listed below.

Call us for assistance

Prescription Benefits Unit

(602) 864-4273 or
(800) 232-2345 ext. 4273

Other Customer Service

(602) 864-4873 or
(800) 232-2345 ext 4873

Provider Assistance

(These numbers are for use by physicians, hospitals, and ancillary providers only. Covered members should call the customer service numbers listed above.)

(602) 864-4320 or
(800) 232-2345 ext. 4320

Once you receive your BCBSAZ ID card, use it to receive covered services and in all correspondence with medical providers and the BCBSAZ Customer Service and Claims departments.

This is not a guarantee of coverage. Insurance brokers have no authority to bind coverage. Only BCBSAZ has the authority to approve coverage and assign rates and effective dates of coverage.



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