

Helpful tips when changing to Blue Cross® Blue Shield® of Arizona (AZ Blue)



If you have any questions about transition of care, please contact the AZ Blue Customer Care Center. Inside the Phoenix area, call **602-864-4494** or **1-800-232-2345, ext. 4494**. Outside of the Phoenix area, call **520-745-1883** or **1-800-752-0193**.

Steps to take

1

Inform current providers that you are now an AZ Blue member

This includes physicians, durable medical equipment or medical supply providers, physical therapists, pharmacies, etc.

2

Confirm provider network status online

Go to azblue.com and select **"Find Care,"** then click on **"Browse the network"** to see whether your physician or other provider is in network for the AZ Blue plan you have chosen.

Medical treatment at the time of transition

If you or a covered dependent are:

- Receiving an established course of treatment or follow-up care for illness or surgery from a provider who is not in network with AZ Blue.
- In the third trimester of pregnancy and under the care of a physician who is not in network with AZ Blue, and/or the delivery is planned at a hospital or facility that is not in network with AZ Blue.
- Preparing for a transplant or are currently receiving post-transplant services.
- In a hospital, skilled nursing, or inpatient rehabilitation facility, or are receiving medications from a home health care provider.
- Scheduled for an inpatient procedure or surgery that was planned prior to the transition to AZ Blue but has a date of service after the transition date.
- Please send requests for precertification beginning 14 days prior to your group's effective date. If the procedure or service does not require precertification, eligibility and benefits can be verified. Ask your provider's office to contact AZ Blue's Provider Assistance Department at **602-864-4320** or **1-800-232-2345, ext. 4320**, to request precertification.

Medications

• If you need to fill a prescription before you receive your ID card:

1. Ask the pharmacy to submit a claim using **BIN number 603017**
2. The pharmacy may need your group number, name of employer, date of birth, and start date of your coverage.

If you pay for a covered drug out of pocket, send receipts to **reimbursementhelp@azblue.com**

- Precertification is required for certain medications including all specialty self-injectable medications. Lists of medications and the process for obtaining precertification is available by calling AZ Blue at **1-866-325-1794**. This is an important step to making certain the cost of medications are covered.
 - Examples of specialty self-injectable medications include, but are not limited to, Avonex, Peg-Intron, Enbrel, Epogen, Humira, Rebif.
- Only certain categories of injectable medications are available from retail pharmacies. For a list of injectable medications available through the retail pharmacy benefit, go to azblue.com and select **"Find Care"** and **"Pharmacy/Drug Coverage"** to view lists of covered drugs, formularies, and resources.