

# Accessing care is easy.

## Simple steps to show you're a member.



When you become an AZ Blue member, you will receive an ID card in the mail. It will also be available online. If you need to get care or fill prescriptions before your ID card arrives, don't worry, we've got you! Just follow the instructions below.<sup>1</sup>

### To get medical care or fill a prescription without your ID card

#### ! Ask your employer for your:

- Group policy number
- Effective date of group coverage

#### At the provider

1. Call our customer service team at **1-800-232-2345 (toll free)**.
2. Explain that you are a member of a newly enrolled group and don't yet have your ID card.
  - They will ask for the name of your employer, effective date of coverage, your name, and your date of birth, and possibly your group policy number.
3. If the provider needs to contact us, they can call **602-864-4320** or **1-800-232-2345, ext. 4320**.

#### At the pharmacy

1. Tell them you haven't received your ID card yet.
2. Ask if they will submit a claim using what's called a BIN number.
  - The AZ Blue BIN number is 603017.
  - If they need help, ask them to call our Prescription Benefits Unit at **1-866-325-1794** (available 24/7).
3. If you need to pay out of pocket for your prescription, ask for an itemized prescription receipt. Submit the receipt for reimbursement<sup>2</sup> to **reimbursementhelp@azblue.com** with your name and date of birth.

If you need additional help, please call us at the Customer Service number above or email us at **MemberHelp@azblue.com**. If you've received a life-altering diagnosis, please email us at **RapidResponse@azblue.com**.