

# Getting the Care You Need

We are happy to have you as a member and want to help you get the healthcare you need. Below you'll find a list of contacts for our members' most common questions or needs.

Here to help with...	Phone number	Email or Web Address
General questions	602-864-4115	MemberHelp@azblue.com
Questions about claims & benefits	602-864-4115	MemberHelp@azblue.com
Paying your bill	1-844-729-2583	azblue.com/MyBlue
Finding a doctor	602-864-4115	azblue.com/findadoctor
Online doctor visits via BlueCare Anywhere <sup>SM</sup>	1-844-606-1612	azblue.com/MyBlue
24/7 Nurse On Call	1-866-422-2729	azblue.com/MyBlue
24/7 Pharmacy	1-866-325-1794	MemberHelp@azblue.com
Getting an ID card	602-864-4115	MemberHelp@azblue.com
Plan change assistance	602-864-4115	azblue.com/shop

**Our teams are available Monday to Friday from 8 a.m. to 5 p.m., Arizona time.**



## Access Your Account

Your personal online account is available at [azblue.com/MyBlue](https://azblue.com/MyBlue).  
All your health plan needs are at your fingertips.

- View your plan benefits, deductible, and claims
- Find and compare doctors or facilities
- Pay your bill
- Get estimates for healthcare costs
- Check the status of a claim
- Access your digital member ID card

Need help with your account? Email us 24/7 at [PortalHelp@azblue.com](mailto:PortalHelp@azblue.com) or call **602-864-4844**.