

STEP 2 – Service information

Date of Service (mm/dd/yy)	Place of Service or Item	Codes for Procedures, Services, or Supplies	Diagnosis Code or Illness	Amount You Paid	How you Paid (Cash, Check, Credit Card, etc.)	Number of Visits or Units

Last name _____ First name

Street address

City _____ State _____ ZIP

If you have questions or need assistance about the reimbursement process, we are happy to help. Please call Member Services at **480-937-0409** (in Arizona) or toll-free at **1-800-446-8331** (TTY: **711**). Hours are 8 a.m. to 8 p.m., Monday through Friday from April 1 to September 30; and seven days a week from October 1 to March 31.

If all information has been correctly submitted, you can expect your claim to be processed within 60 business days of receipt by AZ Blue. THIS IS NOT A GUARANTEE OF PAYMENT. Actual payment for covered services will be paid at the appropriate level according to your plan benefit.

Before you submit your claim:

1. Be sure all fields are completed.
2. Make photocopies of all receipts and completed forms. Receipts will not be returned.
3. Write your AZ Blue member ID number on all paperwork you submit.
4. Fill out a separate claim form for each member.

Mail to:
 Blue Cross Blue Shield of Arizona
 P.O. Box 29234
 Phoenix, AZ 85038-9234

Need large print or another format?

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AZ Blue is contracted with Medicare to offer HMO and PPO Medicare Advantage plans. Enrollment in AZ Blue plans depends on contract renewal. AZ Blue offers BlueJourney PPO Medicare Advantage plans. AZ Blue Advantage, a separate but wholly owned subsidiary of AZ Blue, offers Best Blue Life Classic and Plus HMO plans