



An Independent Licensee of the Blue Cross Blue Shield Association

Validating Member Eligibility

To support quick access to service for enrolled members, you can use these accepted ways to identify AZ Blue members and use the information to validate eligibility:

AZ Blue ID Card	Printed ID Card	Digital ID Card	Digital Credentials	Key Information
Most members receive their physical or digital cards by the first day of the new plan year. For renewing members, last year's card works if there have been no changes (including prefix).	Cards (front and back) printed at home should be accepted. You can use the information to validate eligibility.	Members can log in to their AZ Blue account and email you a PDF or text you a screenshot of their ID card (front and back).	Members can share their AZ Blue ID with you through their mobile "wallet" so you can use the information to validate eligibility.	Members can give you their name, member ID, and date of birth so you can use the information to validate eligibility.

Note: As proof of insurance for new federal employees enrolled in a Federal Employee Program® (FEP®) plan, the new employee will have either an "SF2809" (copy of their enrollment form) or a computer-generated receipt of insurance.

Validating eligibility

You may validate eligibility through any of these 24/7 options:

How to Validate Eligibility	Notes
24/7 Provider Portal Inquiries	AZ Blue, Federal Employee Program® (FEP®), BlueCard® (Out-of-Area), and Medicare Advantage: Log in to the Availity Essentials™ provider portal .
	ACA StandardHealth with Health Choice (prefix IAZ): Go to azblue.com/aca-standardhealth-health-choice .
	Corporate Health Services (CHS) group plans: Refer to the member ID card for the third-party administrator (TPA) website or contact information.
	BlueDental SM (prefix 99D): Access the BlueDental provider portal at azblue.com/bluedentalprovider .
24/7 HIPAA Transaction	Use the 270/271 electronic transaction (within your practice software).
24/7 IVR Automated Phone Inquiries	AZ Blue: 1-844-995-2583
	FEP: 602-864-4102 or 1-800-345-7562
	AZ Blue Medicare Advantage: 1-800-446-8331
	BlueCard (Out-of-Area): 1-800-676-BLUE (2583)
24/7 Email Inquiries	If you have trouble validating eligibility in the usual ways, please email us at ProviderHelp@azblue.com . We can confirm eligibility within two hours so you can move forward with scheduling and servicing the member.
24/7 Clinical Support	If you need timely assistance for imminent treatment needs, please contact our 24/7 clinical team at UtilMgmt@azblue.com . We can validate eligibility, expedite a prior authorization, or assist with an inpatient transfer to a skilled nursing facility.

Our Provider Assistance team is available during business hours (M-F, 8 a.m. to 4:30 p.m.) to help you with questions. Call **1-844-995-2583**, and follow the IVR prompts to identify yourself and your patient (for general questions you can use any member ID). Then you can say "representative" at any time to be routed to the Provider Assistance team. You may also reach out to your assigned [Provider Relations Contact](#) for support.

Blue Cross, Blue Shield, the Cross and Shield Symbols, BlueCard, Federal Employee Program, and FEP are registered service marks, and BlueDental is a service mark, of the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

Availity is a separate, independent company contracted with AZ Blue for provider portal services. Availity and Availity Essentials are registered trademarks of Availity, LLC.