



P.O. Box 29234
Phoenix, AZ 85038-9234

NAME
ADDRESS
CITY STATE ZIP

Member
<MEMBER NAME>
Member ID
<XBU000000000>

Welcome to Blue!

Here's your member ID card for your Blue Cross® Blue Shield® of Arizona health plan. It includes information to help you and your healthcare providers understand your plan benefits.

We're here to help

Call Customer Service at 1-855-PROSANO
(776-7266) Monday through Friday
8 a.m. to 5 p.m. Arizona time

View documents
in Mandarin

閱讀中文檔案



Easy Steps to Using Your Health Plan



An Independent Licensee of the Blue Cross Blue Shield Association



Your ID card is your passport to care

Place your ID card in your wallet or keep it in a safe place, because you'll need it to receive any healthcare services.

- Your health plan includes the largest network of providers in Arizona, and covers both in- and out-of-network care.
- Hitting the road? You're covered when traveling throughout the United States.



Sign up for your MyBlueSM account

Now that you have your member ID number, you can register at azblue.com/MyBlue for your MyBlue account. There, you will be able to:

- Check on the status of your claims
- See where you are in meeting your deductible and yearly out-of-pocket maximum
- Find doctors, hospitals, or other healthcare providers in your plan's network
- Get an idea of the healthcare costs for common conditions by using the cost estimator tool



Take advantage of our 24/7 healthcare services

Your plan comes with tools that help you get the care you need when you need it.

- Prosano Health after-hours services are available at no cost to you, including a Prosano provider on call 24/7. One number to make it easy, just call **1-855-PROSANO (776-7266)** for your after-hours care needs.
- With BlueCare AnywhereSM, you can see a board-certified medical professional, anytime day or night, using your computer or mobile device.
- An experienced nurse is just a phone call away. Call **1-866-422-2729** any time of the day or night to speak with a registered nurse. There is no cost to use Nurse On Call.

Have questions? Here are four ways you can learn more.

1. Your plan benefit book explains all of your health plan details and is available online, under the "My Benefits" tab of your MyBlue account at azblue.com/MyBlue.
2. Your Summary of Benefits and Coverage (SBC) is a great way to learn what your plan covers, how it works, and your cost-share amounts. It is accessible under the "My Benefits" tab of your MyBlue account. You can review your SBC by visiting [<SBC link>](#). To request a printed copy of your SBC please call the Customer Service number.
3. Call the phone number on the back of your ID card to speak with our Customer Service team. We're available to help you Monday through Friday from 8 a.m. to 5 p.m. Arizona time.
4. Access your ID card, search for doctors, check claims, and more on azblue.com/MyBlue.

If any of this information is incorrect, or if you have any questions about your plan or what care is covered, please call Customer Service at 1-855-PROSANO (776-7266). This phone number is also listed on the back of your ID card. By accepting this card and using plan benefits, the member listed on the card is agreeing to a contract that is only between the member's employer and Blue Cross Blue Shield of Arizona. BCBSAZ provides administrative claims payment services only and does not assume any financial risk or obligation with respect to claims, applicable to self-funded plans only. The member further acknowledges that Blue Cross Blue Shield of Arizona is an independent corporation operating under a license from the Blue Cross Blue Shield Association, which lets Blue Cross Blue Shield of Arizona use the Blue Cross Blue Shield names and service marks in the state of Arizona. Should you need a copy of the Appeals Information Packet, you may order one at any time by calling 602-995-6960, or 1-800-232-2345, ext. 6960. To learn more about your rights under the Women's Health and Cancer Rights Act of 1998 call BCBSAZ Customer Service at the number listed on your ID card. To learn more about our privacy policy visit azblue.com/legal/hipaa-privacy. Blue Cross, Blue Shield, and MyBlue and BlueCare Anywhere are service marks, of the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans. ©2023 Blue Cross Blue Shield of Arizona, Inc. All rights reserved.