BlueCross BlueShield of Arizona
An Independent Licensee of the Blue Cross and Blue Shield Association

Empower Staffing / Group ID# 100411

Contact Person/Department	Role/Responsibilities	Contact Information
Commercial Billing/Enrollment	• Membership administration • Enrollment inquiries/assistance including: - Adds, terms, updates/changes (Active & COBRA) • ID cards • Premium invoice copies	Phone: 602-864-4456 Email: commercialenrollment@azblue.com *Email inquiry response time* • General questions; allow up to 2 business days • New enrollments, renewals or maintenance requests; allow up to 4-6 business days
Member Claims/Benefits/Support **- Group Benefits Admin (GBA) & Broker use only**	• All member inquiries • Policy benefits and coverage inquiries • Claim payment status • Provider network status; locating a provider	Phone: 602-864-4400 (800-232-2345) Email: extinquiries@azblue.com
Broker Concierge ❖ Andrea Baney **- Broker use only**	**Escalated/Urgent Needs:** • Billing • Enrollment File • Eligibility • Claims • Pharmacy • Benefits • Appeal & Grievances	Phone: 602-864-5265 Email: andrea.baney@azblue.com
Sales Account Management/Support ❖ Jennifer Gray, Client Service Manager ❖ Kelly Vega, Associate Account Manager	Jennifer Gray, CSM: -Renewal negotiations/strategy -General policy administration oversight -Open enrollment assistance Kelly Vega, AAM: -General policy administration oversight -Open enrollment assistance/materials -High-level administrative issues related to benefits, service and BCBSAZ programs -Complex issues not resolved through Customer Service	❖ Jennifer Gray, CSM Phone: 602-864-4001 Email: jennifer.gray1@azblue.com ❖ Kelly Vega, AAM Phone: 602-864-4808 Email: kelly.vega@azblue.com
Pharmacy Benefits/Claims Support	• Pharmacy benefit, Mail-Order Service & Claims • Rx BIN #: 603017 • Rx PCN/Group #: BAZ	Phone: 866-325-1794 Email: rxdept@azblue.com
Website	• Employer Portal, Member Portal, Provider directory, claims/benefits, care comparison tool, wellness tools, etc..	Website: www.azblue.com
Telehealth (24/7)	• Virtual visits with board-certified physicians, counselors, and psychiatrists	Website: www.azblue.com/member Click on **Find Care,** then select **Telehealth** to log in or sign up
eSolutions	• Employer/Member Portal issues • Password reset • Navigation assistance	Phone: 602-864-4844 (800-650-5656) Email: eSolutions@azblue.com
Nurse on Call (24/7)	• Nurse triage line	866-422-2729
Disease Management & Case Management	• General program information • Program referrals	1-877-MY-HBLUE (1-877-694-2583)
EviCore Precertification Services* **If applicable to your plan; check policy*	• Cardiology & Radiology: High-tech imaging • Lab Management: Genetic testing • Medical Oncology: Infused drugs, supportive agents, companion diagnostics/personalized medicine • Radiation Therapy: Clinical and non-clinical modalities • Specialty Drug Management	Phone: 866-743-9630 Website: www.evicore.com/implementation/healthplan/blue-cross-blue-shield/arizona
Premium Payment Address* **Self-Funded/ASC Groups – Send claims invoice payment separate from admin premium payment*	Cash Control Blue Cross Blue Shield of Arizona P.O. Box 81049 Phoenix, AZ 85069-1049	
Correspondence Address	Blue Cross Blue Shield of Arizona P.O. Box 13466 Phoenix, AZ 85002-3466	
Medical Claim Filing Address	Blue Cross Blue Shield of Arizona P.O. Box 2924 Phoenix, AZ 85062-2924 ***Note: In-network providers file/submit claims on behalf of BCBSAZ Members***	