How to Spot an AZ Blue Member

5 Forms of ID – **All Blue**

AZ Blue ID Card

Most members will receive a card before the first day of their new plan year. For renewing members, last year's card also works.

Printed ID Card

Cards (front & back) printed at home should be accepted. You can use the information to validate eligibility.

Digital ID Card

Members can log in to their account and email a PDF or text a screen shot of their card (front & back).

Digital Credentials

Members can share identification credentials with you through their mobile "wallet" so you can use the information to validate eligibility.

Member Search

Members can give you their name, member ID, and date of birth so you can use the information to validate eligibility.

When a member needs care, we are here to help!

If you receive an error message when validating eligibility, **please do not turn the member away.**

How to Quickly Validate Eligibility

24/7
Online Check
on Provider Portal
azblue.com/provider

24/7
IVR Check
Automated checks at
1-800-232-2345

24/7
Email
Most responses received within 2 hours
ProviderHelp@azblue.com

24/7
BlueCard®
For members covered by a Blue plan other than AZ Blue.
1-800-676-2583

For 24/7 support with urgent clinical needs, contact UtilizationMgmt@azblue.com

Call Direct Provider Assistance 1-800-232-2345
M-F, 8 a.m. to 4:30 p.m.

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Visit **azblue.com/confirmmember** for all the 24/7 contact information & resources available.