BlueCross BlueShield Arizona
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Health Choice

Provider Forum Q&A

October 28, 2026

About this resource. This document summarizes questions raised during the October 28, 2026 AZ Blue Health Choice Provider Forum. Information reflects what was shared during the forum.

Provider resources and training

Q	**Where can providers access Cultural Competency Training?**
A	Visit the Provider Education webpage and select Cultural Competency Training under Interactive Courses. Registration is required before accessing the training. Provider Education

Q	**Where can providers find Model of Care training?**
A	Model of Care training is available through the Provider Education webpage. Provider Education

Q	**How can providers obtain the Provider Forum presentation?**
A	The presentation is posted on the Provider Education webpage under the Provider Forum section. Providers may also contact their assigned provider representative for assistance locating the presentation. Provider Education

Q	**How can providers identify their assigned provider representative?**
A	The assigned provider representative and contact email are listed in the Health Choice provider portal.

Q	**How can providers schedule a meeting or site visit with their provider representative?**
A	Contact the assigned provider representative directly. The representative's contact information is available in the Health Choice provider portal.

Q	**What should providers do if an issue remains unresolved or their assigned provider representative has not responded?**
A	Providers may use the AZ Blue Health Choice Provider Escalation Process for additional assistance. Refer to the Provider Escalation Process for escalation contacts and guidance. If further escalation is needed, email HCHAZNetworkLeadership@azblue.com. Include the group practice name and tax ID in the email subject line.

Contracting, credentialing, and provider data

Q	**Who should providers contact about a new contract before its effective date?**
A	Continue working with the contracting specialist until the contract becomes effective. A provider representative will be assigned when the contract is effective.

Q	**Is the AzAHP application accepted to add a provider to an existing group?**
A	Yes. AZ Blue Health Choice accepts the official AzAHP application to add providers to an existing group. Online submission through the Health Choice provider portal or the credentialing portal is preferred because it supports application tracking. Health Choice Provider Portal Login

Q	**Can the AzAHP application be submitted by email?**
A	Online submission through the Health Choice provider portal or credentialing portal is the preferred method.

Q	**Who can assist with updating a provider billing or facility address?**
A	Contact the assigned provider representative using the contact information listed in the Health Choice provider portal.

Q	**Is assistance available with Health Choice provider portal registration?**
A	Yes. Refer to the Health Choice Provider Portal User Guide for registration instructions.

Claims, payments, pharmacy, and payer information

Q	**What should a provider do if a claim payment has not been received, including after a request to void and reissue the payment?**
A	Email HCHAzNetworkLeadership@azblue.com for assistance reviewing the payment issue. Include the organization's tax ID so the issue can be researched.

Q	**Is there an email address for pharmacy prior authorization requests?**
A	Yes. Providers may submit pharmacy prior authorization requests and related communications to HealthChoice@HelpingHandHealth.com. Requests may also be submitted by fax at 877-422-8130.

Q	Where can providers find claims mailing addresses and payer IDs?
A	Claims mailing addresses are available in Chapter 7 of the Provider Manual and in the Health Choice provider portal, which also lists EDI payer IDs. For additional information about payer IDs and Availity electronic transactions, refer to the provider newsletter article, Know the Benefits of the New Availity Experience.

Transportation

Q	Do transportation limits apply to members who attend dialysis three times per week?
A	For assistance confirming a member's transportation benefits, contact Member Services at 1-800-322-8670 for AZ Blue Health Choice or 1-800-656-8991 for Health Choice Pathway. TTY: 711.

Helpful Resources Referenced During the Forum

- Provider Announcements | Medicaid | AZ Blue
- Provider Escalation Process
- Health Choice Provider Portal User Guide
- Health Choice Provider Portal Login
- Health Choice Provider Newsletter - September 2026
- Provider Education | Medicaid | AZ Blue
- Provider Manual | Medicaid | AZ Blue
- Upcoming Forum: March 17, 2027
- AHCCCS Partners – English - Keep My AHCCCS

Important: This Q&A is intended as a provider-facing summary and does not replace official policy, contract requirements, or published Health Choice provider guidance.