

NOTICE: Available Options for Verifying Member Eligibility

Secure Web Provider Portals

- Use the Blue Cross Blue Shield of Arizona Health Choice secure provider portal to check member eligibility.
- Visit the Health Choice website under the ‘Provider’ section – or – <https://www.azblue.com/medicaid/providers/provider-portal>

Availity Medical Electronic Verification System (MEVS)

- Use MEVS through Availity to access real-time member information.
- [Availity Essentials - Sign In](#)
- [Providers | Availity](#)

AHCCCS Online Web Application

- Create an account at azahcccs.gov to verify eligibility, enrollment, and Medicare/TPL info. For technical support, call (602) 417-4451.
- [Member Eligibility and Enrollment Verifications](#)

AHCCCS Interactive Voice Response (IVR)

- The IVR allows an unlimited number of phone verifications by entering information on a touch-tone telephone.
- Providers may call IVR at: – Phoenix: (602) 417-7200 – All others: 1-800-331-5090.
- [Division of Fee-For-Service-Management: Training Resources](#)

AHCCCS 270/271 Batch Process

- Submit a batch file to AHCCCS and receive next-day eligibility details.
- For assistance, call the AHCCCS Help Desk at (602) 417-4451.
- [Division of Fee-For-Service-Management: Training Resources](#)

*****If the above methods are unavailable*****

- Blue Cross Blue Shield of Arizona Health Choice Member Services at (480) 968-6866 or (800) 322-8670 for quick eligibility verification. (Mon–Fri, 8 AM–5 PM).
- AHCCCS Verification Unit Be prepared with provider NPI, member DOB, ID or SSN, and dates of service.

Managing your practice just got easier—explore self-service features by accessing our Provider Portal today. For assistance, reach us at HCHProviderPortal@azblue.com or 480-760-4651

To view this notice for embedded links and content specific to education-related material, please visit us <https://www.azblue.com/medicaid> online under our “For Providers” tab.



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