

NOTICE: REMINDER APPEAL FAX LINE

September 8, 2025

Dear Providers,

The Blue Cross Blue Shield of Arizona Health Choice team is here to serve you. We promise to provide timely and accurate responses to your inquiries. In order to do so it is imperative that your requests get in the right place. As such, we want to send a reminder of the Health Choice appeal fax line.

➤ This **fax line** is: 480-760-4739

This fax line can be used to appeal service authorization denials for Blue Cross Blue Shield of Arizona products; **Health Choice Arizona**, **Health Choice Pathway**, and **StandardHealth with Health Choice**.

Appeals can also be requested through our Customer Care Contract Center, 1-800-322-8670 (TTY 711)

Or by email at hch.grievanceforms@azblue.com

Or by mail at the address listed below:

BCBSAZ Health Choice
Attention: Member Appeals
P. O. Box 52033
Phoenix, AZ 85072-2033

This information can also be found in our Provider Manual under the “For Providers” Tab of our websites:

- Health Choice (HCA): [Chapter 15: Claim Disputes, Member Appeals, and Member Grievances](#)
- Health Choice Pathway (HCP): [Chapter 9: Grievance, Appeals, Claim Resubmission and Reconsiderations](#)
- ACA StandardHealth with Health Choice (HCS): [Chapter 15: Claim Disputes, Member Appeals, and Member Grievances](#)

We appreciate your attention to these important intake points for all pre-service (authorization denial) appeals. Timely receipt leads to the fastest decision for you and our members.

Thank you for your prompt attention to this reminder.

Blue Cross Blue Shield of Arizona



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