

NOTICE: CHANGE IN MEMBER SERVICE HOURS OF OPERATION for Health Choice Arizona

March 16, 2022

Dear Provider,

Effective March 21, 2022, the Blue Cross Blue Shield of Arizona, Health Choice Medicaid, Member Service telephone line hours of operation will change.

New hours of operation for Health Choice Member Services telephone line 1-800-322-8670 will be 8 a.m. – 5 p.m., Monday through Friday (except holidays).

Our Member Services staff may also be reached via: hchcomments@azblue.com

Health Choice Pathway Medicare Member Service hours will remain unchanged: 8am-8pm, 7 days a week.

For self-service options, please visit our provider portal: providerportal.healthchoiceaz.com

Please contact your provider representative if you have any questions.

To view this notice for embedded links and content specific to education-related material, please visit us online at www.HealthChoiceAZ.com under our “Providers” tab.

