

Temporary ID card

Welcome to your healthcare coverage administered by AmeriBen and prescription drug (Rx) coverage administered by InformedRx. Below is a temporary healthcare coverage/Rx identification card for your use until you receive your permanent identification card. Please carry this with you since it is important to show it to your healthcare provider at the time of service. The information included on the identification card will give them the information needed to properly file your claims.

AmeriBen's Customer Care Center is available to answer your questions about the plan benefits or to provide information concerning the status of your claims Monday through Friday, 7:00am to 6:00pm Mountain or 8:00 AM to 5:00 PM Pacific. You can contact the Customer Care Center at 1-866-955-1485 or log onto our website at www.myameriben.com.

During the winter months Arizona is on Mountain time & during the Summer months Arizona is on Pacific time

**Due to privacy, the subscribing employee's social security number is not shown on this temporary ID card. Please make sure that you give the subscribing employee's social security number at the time of your first visit to each provider.

PREFERRED NETWORK ORGANIZATION



An Independent Licensee of the Blue Cross and Blue Shield Association
For Provider Network only, not claims payment

PPO Network – Your network of healthcare providers (i.e. physicians, labs and hospitals) is **Blue Cross® Blue Shield® of Arizona**. You should check with AmeriBen at 1-866-955-1485 to make sure your provider is part of the Blue Cross® Blue Shield® of Arizona network. You can also check online at www.myameriben.com.

To look up providers online, first you need to log onto www.myameriben.com. Once you are logged in:

- Go to [My Online Tools](#)
- Go to [Important Links](#)
- Under [Employer Links](#) you will see the Blue Cross® Blue Shield® of Arizona logo where you can start your provider search

MY PERSONAL HEALTH SUITE / WELLNESS

Welcome to your wellness tool. This tool is designed to empower you to develop healthier lifestyles. On the site, the program will encourage you to get healthy and stay healthy. Once you are logged on, you have access to your own personal health suite specific to you. You can change and edit the information to fit your personal needs. Each time you log on, your personal information will be there for you to view & update as needed.

My Personal Health Suite is accessed through MyAmeriBen:

- www.myameriben.com
- Click [Benefit Participants](#)
- Log into MyAmeriBen
 - My Online Tools
 - MY PERSONAL HEALTH SUITE

Medical Resources

- Medical Encyclopedia
- Handling Healthcare
- Home Care
- Chronic Care
- Surgeries
- Medical Procedures
- Webcasts
- Medication Research

Food and Nutrition Tools

- Healthy Recipes
- Food Finder
- Diabetes Diet Tips
- Food Log
- Menu

Fitness and Sport Tools

- Virtual Trainer
- Fitness Programs
- Exercise Routines
- Exercise Log

SOMETHING FOR EVERYONE

- ▶ **WOMEN'S HEALTH**
- ▶ **MEN'S HEALTH**
- ▶ **CHILDREN'S HEALTH**
- ▶ **50-PLUS HEALTH**
- ▶ **HOME CARE**
- ▶ **PRENATAL CARE**

MyAmeriBen.com

MYAMERIBEN allows you to access your personal information 24 hours a day, 7 days a week. Once you have registered at www.myameriben.com you can access your account anytime, day or night.



Medical/RX Identification Card

RXBIN: 610011
RXPCN: IRX
RXGrp: APEHP

PPO Medical Group: VVP001

Please Refer to Member for Name & SSN of the Plan Participant



InformedRx is an independent and separate company that does not provide Blue Cross and/or Blue Shield products or services and is solely responsible for non-Blue products and services.

Medical Claims should be submitted to:
Electronic claims for all contracted professional/facility providers within the State of Arizona should be submitted to BCBSAZ using EDI Payor ID# 53589



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IMPORTANT PRE-CERTIFICATION REQUIRED: You are responsible to call or have your physician call American Health Group (AHG) at (800) 847-7605.

- Before all elective hospital admissions, including admissions for mental health or substance abuse
 - Within 48 hours of any emergency admission
 - Before elective MRI and CT scans
 - Before obtaining durable medical equipment (DME) exceeding \$1,000 per item
 - Before treatment for sleep disorders

Refer to your plan document for a complete list of inpatient & outpatient pre-certification requirements
Note: Some prescription drugs may need to be pre-certified by calling the Prescription Drug Program.
Calls for elective service should be made at least 7 days before the expected date of service

IMPORTANT PHONE NUMBERS & WEB ADDRESSES:

AmeriBen – Eligibility, Claims and Benefit information (866) 955-1485
Online claims and MY PERSONAL HEALTH SUITE/WELLNESS: www.myameriben.com
Blue Cross Blue Shield of AZ – PPO Providers (866) 955-1485 or www.myameriben.com
InformedRx – Option #1 Member Service, Option #2 Pharmacy Help Desk (800) 880-1188

Out-of-Network Claims Submit to:

AmeriBen PO Box 7186 Boise, ID 83707 EDI #75137



Blue Cross® Blue Shield® of Arizona, an independent licensee of the Blue Cross and Blue Shield Association, provides network access only and does not provide administrative or claims payment services and does not assume any financial risk or obligation with respect to claims. Arizona Public Employers Health Pool has assumed all liability for claims payment. No network access is available from BCBS Plans outside of Arizona.

09/2010

This card and/or pre-certification is not a guarantee of benefits or eligibility