



**⚠ The Summary of Benefits and Coverage (SBC) document will help you choose a health plan. The SBC shows you how you and the plan would share the cost for covered health care services. NOTE: Information about the cost of this plan (called the premium) will be provided separately. This is only a summary.** For more information about your coverage, or to get a copy of the complete terms of coverage, visit [azblue.com/GroupPlanDoc2023N](http://azblue.com/GroupPlanDoc2023N). For general definitions of common terms, such as allowed amount, balance billing, coinsurance, copayment, deductible, provider, or other underlined terms see the Glossary. You can view the Glossary at [www.healthcare.gov/sbc-glossary/](http://www.healthcare.gov/sbc-glossary/) or call 1-877-475-8440 to request a copy.

Important Questions	Answers	Why This Matters:
<b>What is the overall deductible?</b>	<u>In-network</u> : <b>\$6,000</b> /individual or <b>\$12,000</b> /family <u>Out-of-network</u> : <b>\$12,000</b> /individual or <b>\$24,000</b> /family	Generally, you must pay all of the costs from providers up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family <u>deductible</u> . Unless a <u>copay</u> , fee, or other percent is shown, the <u>coinsurance</u> percent of the <u>allowed amount</u> that you pay for most services is 0% ("no charge after <u>deductible</u> ") <u>in-network</u> and 0% ("no <u>coinsurance</u> after <u>deductible</u> ") <u>out-of-network</u> .
<b>Are there services covered before you meet your deductible?</b>	Yes. Certain <u>in-network</u> <u>preventive</u> services are covered before you meet your <u>deductible</u> .	This <u>plan</u> covers some items and services even if you haven't yet met the annual <u>deductible</u> amount. But a <u>copayment</u> or <u>coinsurance</u> may apply.  For example, this <u>plan</u> covers certain <u>preventive services</u> without <u>cost-sharing</u> and before you meet your <u>deductible</u> . See a list of covered <u>preventive services</u> at <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a> .
<b>Are there other deductibles for specific services?</b>	No.	You don't have to meet <u>deductibles</u> for specific services.
<b>What is the <u>out-of-pocket limit</u> for this <u>plan</u>?</b>	<u>In-network</u> : <b>\$6,000</b> /individual or <b>\$12,000</b> /family <u>Out-of-network</u> : <b>\$12,000</b> /individual or <b>\$24,000</b> /family	The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.
<b>What is not included in the <u>out-of-pocket limit</u>?</b>	<u>Premiums</u> , <u>out-of-network</u> <u>precertification</u> charges, <u>balance-bills</u> , and costs for health care this <u>plan</u> doesn't cover.	Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> .

Important Questions	Answers	Why This Matters:
<b>Will you pay less if you use a <u>network provider</u>?</b>	Yes. See <a href="http://www.azblue.com">www.azblue.com</a> or call 1-877-475-8440 for a list of <u>in-network providers</u> .	This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the plan's <u>network</u> . You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the provider's charge and what your <u>plan</u> pays ( <u>balance billing</u> ). Be aware your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services.
<b>Do you need a <u>referral</u> to see a <u>specialist</u>?</b>	No.	You can see the <u>specialist</u> you choose without a <u>referral</u> .



All copayment and coinsurance costs shown in this chart are after your deductible has been met, if a deductible applies.

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
<b>If you visit a health care <u>provider's</u> office or clinic</b>	<u>Primary care</u> visit to treat an injury or illness	No charge after <u>deductible</u>	No <u>coinsurance</u> after <u>deductible</u> & <u>balance bill</u>	<u>Precertification</u> may be required. \$500 charge if no <u>precertification</u> for <u>out-of-network</u> services. No charge after <u>deductible</u> for medical telehealth consultations through BlueCare Anywhere <sup>SM</sup> .  <u>Preventive services</u> not required to be covered by state or federal law are not covered. You may have to pay for services that aren't <u>preventive</u> . Ask your <u>provider</u> if the services needed are <u>preventive</u> . Then check what your <u>plan</u> will pay for.
	<u>Specialist</u> visit	No charge after <u>deductible</u>		
	<u>Preventive care/screening/immunization</u>	No charge		
<b>If you have a test</b>	<u>Diagnostic test</u> (x-ray, blood work)	No charge after <u>deductible</u>	No <u>coinsurance</u> after <u>deductible</u> & <u>balance bill</u> may apply	<u>Precertification</u> may be required. \$500 charge if no <u>precertification</u> for <u>out-of-network</u> services.
	Imaging (CT/PET scans, MRIs)			

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
<b>If you need drugs to treat your illness or condition</b> More information about <b><u>prescription drug coverage</u></b> is available at <a href="http://www.azblue.com">www.azblue.com</a>	<u>Prescription drugs</u>	No charge after <u>deductible</u> (retail and mail order)	No <u>coinsurance</u> after <u>deductible</u> & <u>balance bill</u>	Some drugs require <u>precertification</u> and won't be covered without it. Mail order not covered <u>out-of-network</u> . If a generic drug is available, pay the generic <u>cost share</u> + the price difference between the <u>allowed amount</u> for the brand and generic drugs.
	<u>Specialty drugs</u>	No charge after <u>deductible</u>	Not covered	Some drugs require <u>precertification</u> and won't be covered without it.
<b>If you have outpatient surgery</b>	Facility fee (e.g., ambulatory surgery center)	No charge after <u>deductible</u>	No <u>coinsurance</u> after <u>deductible</u> & <u>balance bill</u>	Additional \$1,000 access fee for all bariatric surgeries. <u>Precertification</u> may be required. \$500 charge if no <u>precertification</u> for <u>out-of-network</u> services.
	Physician/surgeon fees		No <u>coinsurance</u> after <u>deductible</u> & <u>balance bill</u> may apply	
<b>If you need immediate medical attention</b>	<u>Emergency room care</u>	No charge after <u>deductible</u>		<u>Out-of-network providers</u> can't <u>balance bill</u> for the difference between the <u>allowed amount</u> and the billed charge.
	<u>Emergency medical transportation</u>	No charge after <u>deductible</u>		None.
	<u>Urgent care</u>	No charge after <u>deductible</u>	No <u>coinsurance</u> after <u>deductible</u> & <u>balance bill</u>	None.

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
<b>If you have a hospital stay</b>	Facility fee (e.g., hospital room)	No charge after <u>deductible</u>	No <u>coinsurance</u> after <u>deductible</u> & <u>balance bill</u>	Additional \$1,000 access fee for all bariatric surgeries. <u>Precertification</u> may be required. \$500 charge if no <u>precertification</u> for <u>out-of-network</u> services.
	Physician/surgeon fees	No charge after <u>deductible</u>	No <u>coinsurance</u> after <u>deductible</u> & <u>balance bill</u> may apply	
	Long-term acute care (LTAC)	No charge after <u>deductible</u>	No <u>coinsurance</u> after <u>deductible</u> & <u>balance bill</u>	
<b>If you need mental health, behavioral health, or substance abuse services</b>	Outpatient services	No charge after <u>deductible</u>	No <u>coinsurance</u> after <u>deductible</u> & <u>balance bill</u> may apply	<u>Precertification</u> may be required. \$500 charge if no <u>precertification</u> for <u>out-of-network</u> services. No charge after <u>deductible</u> for counseling or psychiatric telehealth consultations through BlueCare Anywhere <sup>SM</sup> .
	Inpatient services	No charge after <u>deductible</u>		<u>Precertification</u> may be required. \$500 charge if no <u>precertification</u> for <u>out-of-network</u> services.
<b>If you are pregnant</b>	Office Visits	No charge after <u>deductible</u>	No <u>coinsurance</u> after <u>deductible</u> & <u>balance bill</u>	Maternity care may include tests and services described elsewhere in the <u>SBC</u> (i.e. ultrasound). <u>Cost sharing</u> does not apply for in-network <u>preventive services</u> .
	Childbirth/delivery professional services	No charge after <u>deductible</u>	No <u>coinsurance</u> after <u>deductible</u> & <u>balance bill</u> may apply	
	Childbirth/delivery facility services	No charge after <u>deductible</u>	No <u>coinsurance</u> after <u>deductible</u> & <u>balance bill</u>	

Common Medical Event	Services You May Need	What You Will Pay:		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
<b>If you need help recovering or have other special health needs</b>	<u>Home health care</u> /Home infusion therapy	No charge after <u>deductible</u>	No <u>coinsurance</u> after <u>deductible</u> & <u>balance bill</u>	<u>Precertification</u> may be required. \$500 charge if no <u>precertification</u> for <u>out-of-network</u> services. Limit of 42 visits (of up to 4 hours)/calendar year.
	<u>Rehabilitation services</u> • PT/OT/ST = Physical Therapy, Occupational Therapy, Speech Therapy	No charge after <u>deductible</u>	No <u>coinsurance</u> after <u>deductible</u> & <u>balance bill</u>	<u>Precertification</u> may be required. \$500 charge if no <u>precertification</u> for <u>out-of-network</u> services. Limit of 120 days/calendar year for Extended Active <u>Rehabilitation</u> Facility (EAR) and 180 days/calendar year for Skilled Nursing Facility (SNF).
	<u>Habilitation services</u>	Not covered*	Not covered*	
	<u>Skilled nursing care</u>	No charge after <u>deductible</u>	No <u>coinsurance</u> after <u>deductible</u> & <u>balance bill</u>	*Limited coverage available for <u>habilitation</u> services to treat autism spectrum disorder for groups of 51 or more eligible employees.
	<u>Durable medical equipment</u>	No charge after <u>deductible</u>	No <u>coinsurance</u> after <u>deductible</u> & <u>balance bill</u>	<u>Precertification</u> may be required. \$500 charge if no <u>precertification</u> for <u>out-of-network</u> services.
	<u>Hospice services</u>	No charge after <u>deductible</u>	No <u>coinsurance</u> after <u>deductible</u> & <u>balance bill</u>	<u>Precertification</u> may be required. \$500 charge if no <u>precertification</u> for <u>out-of-network</u> services.
<b>If your child needs dental or eye care</b>	Children's eye exam	Not covered	Not covered	Excluded
	Children's glasses	Not covered	Not covered	Excluded
	Children's dental check-up	Not covered	Not covered	Excluded

## Excluded Services & Other Covered Services:

### Services Your Plan Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other excluded services.)

- |   |   |  |
|---|---|--|
| • Acupuncture   | • <u>Habilitation</u> services, except certain autism services  | • Naturopathic services  |
| • Care that is not <u>medically necessary</u>                                 | • Hearing aids  | • <u>Out-of-network</u> Mail Order, <u>out-of-network Specialty</u> , and <u>out-of-network</u> 90 day supplies of drugs |
| • Cosmetic surgery, cosmetic services & supplies                              | • <u>Home health care</u> and infusion therapy exceeding 42 visits (of up to 4 hours)/calendar year                             | • Private-duty nursing   |
| • Custodial care  | • Homeopathic services  | • Respite care, except as stated in <u>plan</u>  |
| • Dental care except as stated in <u>plan</u>                                 | • Infertility medication and treatment  | • Routine foot care  |
| • <u>DME</u> rental/repair charges that exceed <u>DME</u> purchase price      | • Inpatient EAR treatment exceeding 120 days per calendar year and inpatient SNF treatment exceeding 180 days per calendar year | • Routine vision exams   |
| • Experimental and investigational treatments except as stated in <u>plan</u> | • <u>Long-term care</u> , except long-term acute care up to a 365 days benefit <u>plan</u> maximum                              | • Sexual dysfunction treatment and services  |
| • Eyewear except as stated in <u>plan</u>                                     | • Massage therapy other than allowed under evidence-based criteria  | • Weight loss programs   |
| • Flat feet treatment and services  |   |  |
| • Genetic and chromosomal testing, except as stated in <u>plan</u>            |   |  |

### Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.)

- |                     |                     |   |
|---------------------|---------------------|---|
| • Bariatric surgery | • Chiropractic care | • Non-emergency care when travelling outside the U.S. |
|---------------------|---------------------|---|

**Your Rights to Continue Coverage:** There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is:

- For group health coverage subject to ERISA, contact the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or [www.dol.gov/ebsa/healthreform](http://www.dol.gov/ebsa/healthreform).
- For non-federal governmental group health plans, contact the Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or [www.cciio.cms.gov](http://www.cciio.cms.gov).
- Church plans are not covered by the Federal COBRA continuation coverage rules. If the coverage is insured, individuals should contact the Arizona Department of Insurance (602-364-2499, or 1-800-325-2548 in Arizona but outside the Phoenix area) regarding their possible rights to continuation coverage under State law.

Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace, visit [www.HealthCare.gov](http://www.HealthCare.gov) or call 1-800-318-2596.

**Your Grievance and Appeals Rights:** There are agencies that can help if you have a complaint against your plan for a denial of a claim. This complaint is called a grievance or appeal. For more information about your rights, look at the explanation of benefits you will receive for that medical claim. Your plan documents also provide complete information to submit a claim, appeal, or a grievance for any reason to your plan. For more information about your rights, this notice, or assistance, contact:

- For group health coverage subject to ERISA, contact Blue Cross Blue Shield of Arizona at 1-877-475-8440. You may also contact the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or [www.dol.gov/ebsa/healthreform](http://www.dol.gov/ebsa/healthreform). If your coverage is insured, you may also contact the Arizona Department of Insurance at 602-364-2499, or 1-800-325-2548 in Arizona but outside the Phoenix area.
- For non-federal governmental group health plans and church plans that are group health plans, contact Blue Cross Blue Shield of Arizona at 1-877-475-8440. If your coverage is insured, you may also contact the Arizona Department of Insurance at 602-364-2499, or 1-800-325-2548 in Arizona but outside the Phoenix area or <https://difi.az.gov/consumer/i/health>.

**Does this plan provide Minimum Essential Coverage? Yes**

If you don't have Minimum Essential Coverage for a month, you'll have to make a payment when you file your tax return unless you qualify for an exemption from the requirement that you have health coverage for that month.

**Does this plan meet Minimum Value Standards? Yes**

If your plan doesn't meet the Minimum Value Standards, you may be eligible for a premium tax credit to help you pay for a plan through the Marketplace.

## Multi-language Interpreter Services

Spanish: Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de Blue Cross Blue Shield of Arizona, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 602-864-4884.

Navajo: Díí kwe'é atah nílínígíí Blue Cross Blue Shield of Arizona haada yit'éego bína'idítłkldgo éí doodago Háida bį́jį anilyeedígíí t'áadoo le'é yına'idítłkldgo beehaz'áanii hóló díí t'áa hazaadk'ehį́į́ háká a'doowołgo bee haz'á doo bááh línígóó. Ata' halne'ígíí koi' bich'į́' hodiilnih 877-475-4799.

Chinese: 如果您，或是您正在協助的對象，有關於插入項目的名稱 Blue Cross Blue Shield of Arizona 方面的問題，您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯員，請撥電話 在此插入數字 877-475-4799。

Vietnamese: Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Blue Cross Blue Shield of Arizona quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 877-475-4799.

Arabic:

إن كان لديك أو لدى شخص تساعدك أسئلة بخصوص Blue Cross Blue Shield of Arizona، فلدك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. للتحدث مع مترجم اتصل بـ 877-475-4799.

Tagalog: Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa Blue Cross Blue Shield of Arizona, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 877-475-4799.

**Korean:** 만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Blue Cross Blue Shield of Arizona 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 877-475-4799 로 전화하십시오.

French: Si vous, ou quelqu'un que vous êtes en train d'aider, a des questions à propos de Blue Cross Blue Shield of Arizona, vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, appelez 877-475-4799.

German: Falls Sie oder jemand, dem Sie helfen, Fragen zum Blue Cross Blue Shield of Arizona haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 877-475-4799 an.

Russian: Если у вас или лица, которому вы помогаете, имеются вопросы по поводу Blue Cross Blue Shield of Arizona, то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по телефону 877-475-4799.

Japanese: ご本人様、またはお客様の身の回りの方でも、Blue Cross Blue Shield of Arizona についてご質問がございましたら、ご希望の言語でサポートを受けたり、情報を入手したりすることができます。料金はかかりません。通訳とお話される場合、877-475-4799 までお電話ください。

Farsi:

اگر شما، یا کسی که شما به او کمک میکنید، سوال در مورد Blue Cross Blue Shield of Arizona، داشته باشید حق این را دارید که کمک و اطلاعات به زبان خود را به طور رایگان دریافت نمایید. 877-475-4799 تماس حاصل نمایید.

Assyrian:

[illegible]

Serbo-Croatian: Ukoliko Vi ili neko kome Vi pomažete ima pitanje o Blue Cross Blue Shield of Arizona, imate pravo da besplatno dobijete pomoć i informacije na Vašem jeziku. Da biste razgovarali sa prevodiocem, nazovite 877-475-4799.

Thai: หากคุณ หรือคนที่คุณกำลังช่วยเหลือมีคำถามเกี่ยวกับ Blue Cross Blue Shield of Arizona  
คุณมีสิทธิที่จะได้รับความช่วยเหลือและข้อมูลในภาษาของคุณได้โดยไม่มีค่าใช้จ่าย โปรดคุยกับล่าม โทร 877-475-4799

***To see examples of how this plan might cover costs for a sample medical situation, see the next section.***

**PRA Disclosure Statement:** According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is **0938-1146**. The time required to complete this information collection is estimated to average **0.08** hours per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.



## About These Coverage Examples



**This is not a cost estimator.** Treatments shown are just examples of how this plan might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your providers charge, and many other factors. Focus on the cost sharing amounts (deductibles, copayments and coinsurance) and excluded services under the plan. Use this information to compare the portion of costs you might pay under different health plans. Please note these coverage examples are based on self-only coverage.

### Peg is Having a Baby

(9 months of in-network pre-natal care and a hospital delivery)

■ The <u>plan's</u> overall <u>deductible</u>	\$6,000
■ <u>Specialist coinsurance</u>	0%
■ <u>Hospital (facility) coinsurance</u>	0%
■ <u>Other coinsurance</u>	0%

This **EXAMPLE** event includes services like:

Specialist office visits (*prenatal care*)  
 Childbirth/Delivery Professional Services  
 Childbirth/Delivery Facility Services  
Diagnostic tests (*ultrasounds and blood work*)  
Specialist visit (*anesthesia*)

<b>Total Example Cost</b>	<b>\$12,700</b>
---------------------------	-----------------

In this example, Peg would pay:

<i>Cost Sharing</i>	
<u>Deductibles</u>	\$6,000
<u>Copayments</u>	\$0
<u>Coinsurance</u>	\$0
<i>What isn't covered</i>	
Limits or exclusions	\$50
<b>The total Peg would pay is</b>	<b>\$6,050</b>

### Managing Joe's Type 2 Diabetes

(a year of routine in-network care of a well-controlled condition)

■ The <u>plan's</u> overall <u>deductible</u>	\$6,000
■ <u>Specialist coinsurance</u>	0%
■ <u>Hospital (facility) coinsurance</u>	0%
■ <u>Other coinsurance</u>	0%

This **EXAMPLE** event includes services like:

Primary care physician office visits (*including disease education*)  
Diagnostic tests (*blood work*)  
Prescription drugs  
Durable medical equipment (*glucose meter*)

<b>Total Example Cost</b>	<b>\$5,600</b>
---------------------------	----------------

In this example, Joe would pay:

<i>Cost Sharing</i>	
<u>Deductibles</u>	\$5,400
<u>Copayments</u>	\$0
<u>Coinsurance</u>	\$0
<i>What isn't covered</i>	
Limits or exclusions	\$20
<b>The total Joe would pay is</b>	<b>\$5,420</b>

### Mia's Simple Fracture

(in-network emergency room visit and follow up care)

■ The <u>plan's</u> overall <u>deductible</u>	\$6,000
■ <u>Specialist coinsurance</u>	0%
■ <u>Hospital (facility) coinsurance</u>	0%
■ <u>Other coinsurance</u>	0%

This **EXAMPLE** event includes services like:

Emergency room care (*including medical supplies*)  
Diagnostic test (*x-ray*)  
Durable medical equipment (*crutches*)  
Rehabilitation services (*physical therapy*)

<b>Total Example Cost</b>	<b>\$2,800</b>
---------------------------	----------------

In this example, Mia would pay:

<i>Cost Sharing</i>	
<u>Deductibles</u>	\$2,800
<u>Copayments</u>	\$0
<u>Coinsurance</u>	\$0
<i>What isn't covered</i>	
Limits or exclusions	\$0
<b>The total Mia would pay is</b>	<b>\$2,800</b>

The plan would be responsible for the other costs of these **EXAMPLE** covered services.

Blue Cross Blue Shield of Arizona (BCBSAZ) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. BCBSAZ provides appropriate free aids and services, such as qualified interpreters and written information in other formats, to enable people with disabilities to communicate effectively with us. BCBSAZ also provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, call 602-864-4884 for Spanish and 1-877-475-4799 for all other languages and other aids and services.