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 **BLUE ALERT**

Members

Phoenix Children's Hospital Leaves AZ Blue Network

Dear Member,

Phoenix Children's has decided to leave the network effective October 31, 2024.

To avoid disruption for our members, AZ Blue agreed to Phoenix Children's financial demands. Again, Phoenix Children's said no. Learn more on azbluefacts.com/pch.

While we are hopeful that they will reconsider their decision, at this point, your family is our top priority.

Kids Will Get the Care They Need

Our goal is to make certain that every family has in-network options available to them. AZ Blue is connecting with families to ensure continuity of care for children currently in treatment, quality alternative care in the area, or even out-of-state options if that's what it takes.

Care teams are available to help with clear information on your continuity of care benefits. Reach out to the AZ Blue care team directly at [602-544-8982](tel:602-544-8982) or cm@azblue.com.

Remember:

- You can access Phoenix Children's emergency room. Emergency room visits are always covered at the in-network level.
- If your child is currently in a course of treatment, he or she can complete that course of treatment.

- If your child has an already-scheduled surgery or procedure, with any required prior approval, your child can complete that service, and any post-op care.
- AZ Blue has an extremely broad network, with many pediatric care alternatives that are in network. Our AZ Blue care team can help at [602-544-8982](tel:602-544-8982) or cm@azblue.com.

Here to Help

- Find complete details at azbluefacts.com/pch.
- Email memberhelp@azblue.com.
- Call the number on the back of your ID card.
- Email us at RapidResponse@azblue.com if you're facing a life-altering condition or diagnosis, our clinical team is ready to help.

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