



The Service Center At Banner Plan Administration

Banner Plan Administration (BPA) administers your medical, dental, pharmacy and disability claims. The staff in the Service Center at BPA also assists with your questions regarding benefits, claims and prior authorizations.

Contact the Service Center to:

- Enroll for your benefits during Annual Enrollment
- Make changes to your benefits due to a Qualifying Event
- Ask questions about Banner's benefit plans
- Obtain information about Banner contracted doctors and other health care providers
- Ask about your medical or dental claims
- Request additional or replacement medical/pharmacy or dental cards

Service Center Contact Information:

- Phoenix-metropolitan area: 480-684-7070
- All other areas: 800-827-2464
- Office Hours: 7 a.m. – 6 p.m. Arizona Time (Monday through Friday)

E-mail the Service Center at Banner Plan Administration at Benefits@BannerHealth.com with questions and/or feedback, and a staff member will respond within 24-48 hours (Monday-Friday).