

## Blue Cross Blue Shield of Arizona Health Choice Provider Forum – March 18, 2026

### Questions & Answers<sup>1</sup>

#### I. Presentation, Training & Forum Materials

**1. Will the slide deck be available after the forum? Will the webinar recording or transcript be available?**

Forum materials from the session, including the slide deck, have been posted on the Health Choice Arizona Provider Education webpage. [Provider Education | Medicaid | AZ Blue](#)

**2. Where exactly on the Provider Portal or website will the presentation be posted?**

A link to the forum materials, including the slide deck, will be posted on the Health Choice Provider Portal landing page, with access also available through the Provider Education section of the Health Choice Arizona website. [Provider Education | Medicaid | AZ Blue](#)

**3. Will there be additional forums or training sessions?**

Yes. Additional Health Choice provider forums are planned for 2026. Registration links for upcoming sessions are already posted on the Health Choice Arizona websites, and providers may begin registering. Updates will also be shared through provider email communications. [Provider Education | Medicaid | AZ Blue](#)

**4. Will dental topics be covered in a separate forum?**

Dental-specific topics may be addressed in future forums or shared through targeted provider communications. Providers may submit suggested topics or questions to [ProviderConnect@azblue.com](mailto:ProviderConnect@azblue.com).

#### II. Prior Authorization (PA)

**1. Is prior authorization required for all claims? Where can I find Prior Authorization requirements by Line of Business?**

Prior Authorization Grids are available on the Health Choice webpages for each Line of Business. [Medicaid | AZ Blue](#), [Health Choice Pathway | AZ Blue](#), [ACA Standard Health Choice](#)

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<sup>1</sup> Information in this document is provided for general guidance. For additional questions or to confirm current requirements, please contact your assigned Health Choice Provider Representative.

## **2. Is prior authorization required for neuropsychological testing performed for neurology (not behavioral health)?**

Prior authorization requirements vary by service and provider type. Providers should reference the applicable Prior Authorization Grids. For service-specific questions, contact your assigned Health Choice Provider Representative and include your Tax ID. Prior Authorization Grids are located in the Health Choice webpages. [Medicaid | AZ Blue](#), [Health Choice Pathway | AZ Blue](#), [ACA StandardHealth Health Choice](#)

## **3. Can I submit PAs through the Health Choice Provider Portal?**

Yes. Providers may submit prior authorizations through the Health Choice Provider Portal. This option supports electronic submission and visibility of requests. For additional information and step-by-step guidance, please refer to the Health Choice Provider Portal User Guide, available at [azblue.com/medicaid](http://azblue.com/medicaid) > For Providers > Provider Education.

## **4. Why are authorizations not visible in the portal or Availity?**

The Availity transactions for Authorizations are not live with Health Choice at this time. These transactions are coming soon to Health Choice Plans. For authorizations in the Health Choice Provider Portal, providers should contact their assigned Health Choice Provider Representative and include their Tax ID for assistance. For additional information and step-by-step guidance, please refer to the Health Choice Provider Portal User Guide, available at [azblue.com/medicaid](http://azblue.com/medicaid) > For Providers > Provider Education.

## **III. Availity Platform**

### **1. Do providers need to pay or subscribe to Availity to access BCBS AZ Health Choice?**

Availity registration is required for ERAs, but there is no cost to providers for BCBS AZ Health Choice transactions or ERAs, including dental claim submissions and attachments. For Availity-related technical questions, providers may contact the Health Choice IT team at [HCEDIGroup@azblue.com](mailto:HCEDIGroup@azblue.com). For other inquiries, providers may contact their assigned Health Choice Provider Performance Representative (PPR) and include their Tax ID.

### **2. Will Availity support claim attachments, medical record uploads, and authorization visibility?**

Health Choice is currently testing 275 and 278 transactions in Availity, and future updates will be communicated to providers. For Availity-related technical questions, providers may contact the Health Choice IT team at [HCEDIGroup@azblue.com](mailto:HCEDIGroup@azblue.com). For other inquiries, providers may contact their assigned Health Choice Provider Performance Representative (PPR) and include their Tax ID.

### **3. When will the AZ Blue Secure Provider Portal be retired (if at all)?**

Health Choice contracted providers must access the Health Choice Provider Portal, which is separate from the AZ Blue Secure Portal. For additional information and step-by-step guidance, please refer to the Health Choice Provider Portal User Guide, available at [azblue.com/medicaid](https://azblue.com/medicaid) > For Providers > Provider Education.

### **4. Will there be a forum dedicated specifically to Availity?**

Availity-specific education may be offered in future training sessions. Updates will be shared through provider communications.