

Preview the 2022 Provider Operating Guide

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You can now view or download the 2022 Blue Cross[®] Blue Shield[®] of Arizona (BCBSAZ) Provider Operating Guide (Guide) on the secure portal at azblue.com/providers. The Guide continues to serve as an extension of your BCBSAZ provider participation agreement and includes information to make it easier to do business with us. Changes are effective January 1, 2022, unless otherwise noted.

 **In This Issue**

[Chat About MAT podcast: Listen and learn about opioid use disorder in Arizona from providers and recovering patients](#)

What's new for 2022

We revised this edition to integrate content from the Medicare Advantage (MA) Provider Operating Guide, the PCP Coordinated Care HMO Plans–Provider Guide, the BlueCard[®] Provider Guide, and the ID Card–Quick Guide. We hope this more comprehensive “one-source” approach will help you navigate the healthcare, business, and regulatory requirements for the following types of benefit plans:

- Fully insured and self-insured group plans
- Individual/family plans purchased on and off the Exchange
- BCBSAZ-TPA (third-party administrator) co-administered group plans
- Corporate Health Services (CHS) “network rental” group plans (administered by the group’s TPA)
- BlueCard (out-of-area) plans from other BCBS Plans
- Federal Employee Program[®] (FEP[®]) plans
- Medicare Advantage and Medicare Supplement plans

If you participate with Health Choice Arizona (HCA), you should continue to refer to the [HCA Provider Manual](#) in addition to the BCBSAZ Provider Operating Guide. Dental providers should also refer to the [BlueDentalSM Provider Manual](#) for more information about our stand-alone BlueDental plans (prefixes 99D and MUM). Most of the other guides mentioned above (including the MA Provider Operating Guide) will be discontinued.

In the 2022 Guide, you'll notice some structural changes in and between the sections where content has been moved and added for better flow. We've also included information about the patient protections in the federal No Surprises Act (NSA), a new process for EFT enrollment and changes, and the revised Arizona telehealth law.

Summary of revisions

See below for a high-level summary of notable changes.

2022 BCBSAZ Provider Operating Guide Revisions

Section	2022 updates
Introduction	Added a requirement about keeping at least one business email subscribed to receive our electronic communications and contract notes
03 Electronic Resources	Added a reference to the new “Financial Manager” user role, effective February 1, 2022, dedicated to secure EFT enrollment and changes
04 Contracting and Credentialing	Clarified the length of the required interim period between the end of a consultant’s negotiation engagement with one provider and the beginning of an engagement with another provider that offers the same types of services and uses the same type of billing Added information about provider use of offshore resources involving access to BCBSAZ member PHI
05 Administrative Requirements	Updated content to reflect new requirements related to the NSA for provider data verification every 90 days Effective January 1, 2022, all change notifications must be sent via the Provider Change Form and forms submitted without required information will be returned
06 Compliance	New section that now includes the healthcare fraud, waste, and abuse content
08 Networks and Products	Added information about the Medicare Advantage and PCP Coordinated Care HMO plans and networks to make this section more comprehensive
09 BlueCard and National Programs	Streamlined this content and added information from the BlueCard Program Provider Guide
10 Member ID Cards	Added “suitcase logo” information and international ID card samples
11 Medical Policies and Prior Authorization	Changed the term “precertification” to “prior authorization” for all lines of business except FEP (FEP uses “prior approval” and “precertification” in specific ways) Clarified the distinctions between the BCBSAZ and eviCore peer-to-peer processes
12 Clinical Programs	Added information about our integrated care management model and our interdisciplinary care teams Updated the continuity-of-care content to align with the patient protections in the NSA
14 Eligibility and Benefits	Revised the telehealth content to align with Arizona’s telehealth law (HB 2454) Added a link to the new BCBSAZ telehealth webpage for code lists of services considered appropriate for telehealth delivery
17 Billing Members: Restrictions and Exceptions	Clarified information about balance billing restrictions and the processes for exceptions
19 Claim Submission	Moved the ancillary and air ambulance claim filing rules into this section Added 837 “crosswalk” information to the claim data requirement details
21 Claim Remittance	Added information about the new secure process for EFT enrollment and changes Clarified how providers can initiate the overpayment recovery process (no need to send refund checks) Effective January 1, 2022, we will begin returning unsolicited refund checks
22 Provider Disputes	Added information about the grievance process related to the initial payment for commercial claims in-scope for the NSA negotiation/arbitration process
24 Pharmacy Benefits	Added a reference to our partnership with Surescripts® for electronic prior authorization of medications covered under pharmacy benefits

For a more detailed overview of the updates, see the 2022 [Appendix of Changes](#).

Accessing the Guide

You can find the Guide on the azblue.com/providers secure portal at “Provider Resources > Guidelines > Provider Operating Guide.” You’ll see links to the 2021 and 2022 Guides. After January 1, we’ll remove the 2021 edition. We’ve also posted the Guide on the secure MA provider portal at azbluemedicare.com/login: “Resources > Guidelines and Training Materials.”

If you need help accessing the Guide online or have questions about the revisions, please contact your [provider liaison](#) or call Provider Partnerships at 602-864-4231 or 1-800-232-2345, ext. 4231.

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Our members can take a digital ID card with them wherever they go with the MyBlue AZSM mobile app.

