

March updates: Executive summary

 pages.azblue.com/March-updates-reminders-and-tips---MAR-2023.html



Please share the following updates, reminders, and tips with your teams.

[Sign in – Secure Provider Portal](#) 

Important updates

PCP referral approvals are not required at this time

For PCP-HMO plans, we are waiving the PCP referral approval requirement until further notice. Please continue to make in-network referrals for specialist office visits. We will let you know when approval for such referrals is once again required.

Prior authorization requirements were updated March 15

We added some recently released codes to the [prior authorization code lists](#) and lookup tool. You can find these resources at azblue.com/precert.

COVID-19 public health emergency to end May 11

We'll be resuming pre-pandemic review processes and requirements starting May 12, 2023.

Coming soon: Code edit and pricing policy updates

Later this year, we will be implementing some code edit and pricing policy updates related to professional discharge services, lab panels, and cardiology and ophthalmology multiple procedure processing. We will send more information soon. You can find this [detailed preview](#) (with estimated effective dates) at "azblue.com/providers > Provider Resources > Guidelines > Coding > Code Edit Guidelines and C3 Tool > Medical Code Edit Guidelines."

Secure azblue portal tips

- *Checking eligibility and benefits:* Be sure the member ID prefix used in the inquiry is valid for the date of service. Alternatively, you can use the “Name” search option. For more information about prefix replacements, visit the [azblue.com/prefix](https://www.azblue.com/prefix) page.
- *Accessing online remits:* To get the best results, limit the date range of your search to one or two weeks. We also recommend searching for payments issued up to 12/31/22 and doing a separate search for those issued after 1/1/23.
- *Claim status:* We are working to ensure all claims show up in online claim status searches. You can also check claim status through the automated IVR phone system at 602-864-4320 or 1-800-232-2345.
- *Benefit books:* All 2023 Blue Cross[®] Blue Shield[®] of Arizona benefit books are now available via online eligibility/benefits inquiries.

For more information about the March updates, contact your [provider liaison](#) or call us at 602-864-4231 or 1-800-232-2345, ext. 4231.
