

Help us close gaps in care for Medicare Advantage members

 pages.azblue.com/MA-care-coordination-improves-quality-outcomes---AUG-2021.html



As a participating provider in the Blue Cross® Blue Shield® of Arizona (BCBSAZ) BlueJourney PPO network, you are a critically important partner in the BCBS National Coordination of Care program for Medicare Advantage (MA) members.

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Your care coordination support matters. This patient-focused program aims to increase the quality of care for MA PPO group members wherever they access care, including here in Arizona. You're considered in-network for these MA members from other BCBS Plans.

How the care coordination program works

We collaborate with you to promote quality care for out-of-area MA PPO members by:

- Analyzing claim data and sending you information about possible gaps in care
- Requesting and reviewing medical records on behalf of the member's BCBS Plan

Working together on these key aspects of the program helps ensure the best possible healthcare outcomes for these patients.

Your timely response makes it all happen

When we identify a possible gap in care, we'll fax or email you a Patient Care Alert indicating the action needed. It might be to inform you of an overdue preventive screening or a recommended follow-up office visit. Your timely response to these alerts is critical. We ask that you prioritize any necessary

appointment scheduling.

You may also receive records requests related to this program. Again, your prompt attention to these requests makes all the difference in maintaining quality care for the best clinical outcomes. Please respond within five days and be sure to follow all instructions in the request notice so we can quickly take the appropriate next steps.

How to recognize out-of-area MA PPO members

Out-of-area BCBS MA PPO members will have ID cards with their Plan's BCBS logo in the upper-left corner and the MA PPO "suitcase" logo in the lower-right corner.

Thanks for your support!

Thank you for supporting the MA care coordination program, and for everything else you do to help MA members improve their health and stay healthier longer. If you have questions about the MA care coordination program, please contact your provider liaison.



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

