

BCBSAZ to use 2022 version of InterQual starting September 19

pages.azblue.com/Medical-policy-update-InterQual-2022---SEPT-2022.html

[Sign in – Secure Provider Portal](#) 



Blue Cross® Blue Shield® of Arizona (BCBSAZ) uses many of the Change Healthcare InterQual® evidence-based criteria to support clinical decision making. Earlier this year, Change Healthcare updated InterQual to include new criteria for emerging trends and create more streamlined workflows.¹ BCBSAZ began using the **InterQual 2022** edition on Monday, September 19.

 [In This Issue](#)

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To access the InterQual criteria we use, log in to the secure provider portal at azblue.com/providers and go to “Practice Management > Medical Policies > BCBSAZ Plans-InterQual Search.” Please note that as of September 19, InterQual 2020 is no longer available in the search tool.

BCBSAZ proprietary policies have moved!

We have moved all of our proprietary and BCBS Association medical policies out of the InterQual search tool. They are now located in our evidence-based criteria search tool at azblue.com/BCBSAZpolicies. This policy directory also includes some proprietary policies used for BCBSAZ-administered Medicare Advantage plans.

Quick guide to BCBSAZ medical policies

Here is an overview of the policies used for our benefit plans:

Type of Plan	How to Access Medical Policies
BCBSAZ commercial plans (fully insured plans issued by BCBSAZ and self-funded plans administered by BCBSAZ)	Access the following resources in the azblue.com secure provider portal at "Practice Management > Medical Policies" <ul style="list-style-type: none"> • eviCore guidelines • InterQual 2022 criteria • BCBSAZ proprietary policies • Site-of-Service Requirements (for certain medications) • ASH chiropractic guidelines • Pharmacy coverage guidelines If you can't find policies by accessing the above resources, call 602-864-4614 .
Corporate Health Services (CHS) group plans (administered by TPAs)	Check the back of the member ID card for utilization management information.
BCBSAZ-TPA co-administered group plans	Group # 039176 (Amkor Technology, Inc.) uses AmeriBen: 1-800-388-3193. Group # 037461 (NAEBT) uses American Health Group: 1-800-847-7605.
BlueCard® (out-of-area) plans	Access the BlueCard medical policy router tool in the azblue.com secure provider portal at "Practice Management > Medical Policies."
Federal Employee Program® (FEP®) plans	fepblue.org/legal/policies-guidelines
Medicare Advantage (MA) plans administered by BCBSAZ	<ul style="list-style-type: none"> • eviCore guidelines • CMS National Coverage Determinations (NCD) • Local Coverage Determinations (LCD) • MCG care guidelines - call BCBSAZ at 1-800-446-8331
MA plans administered by Arizona Priority Care (AZPC)	480-499-8720
MA plans administered by P3 Health Partners	520-274-4421

Please share this info with your clinical support team

For more information about InterQual 2022, access the recent [press release](#). For more information about the medical policies we use, see the 2022 Provider Operating Guide, [Section 11](#). If you have questions, please reach out to your [provider liaison](#) or call Provider Partnerships at 602-864-4231 or 1-800-232-2345, ext. 4231.

¹ Source: [Change Healthcare, "Change Healthcare Launches InterQual® 2022, Delivering the Latest Evidence-Based Criteria and Technology to Optimize Critical Decision Support," April 19, 2022](#)

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BCBSAZ member ID cards are available for download via eligibility and benefits search results.