

# **NOTICE:** Transition in Claims Processing System

December 9th, 2024

Dear providers,

BCBSAZ Health Choice's mission is to inspire health and make it easy!

We have continued to make improvements with claims processing response and turnaround times and are pleased to announce a transition in our claim processing system.

All BCBSAZ Health Choice claims will migrate to a single claims system for processing by October 1, 2025, and for now, there will be no changes to how providers submit claims. Keep an eye out for updates in the provider manual.

There is no change in claim submission method, providers will continue to submit claims directly to Health Choice and we will be making an update to the instructions and guidance in our Provider Manual(s) accordingly.

All providers are recommended to submit claims/encounters electronically. Electronic billing ensures faster processing and payment of claims, eliminates the cost of sending paper claims, allows tracking of each claim/encounter sent, and minimizes clerical data entry errors.

**BCBSAZ Health Choice Payer ID# 62179**

**BCBSAZ Health Choice Pathway Payer ID# 62180**

**ACA StandardHealth with Health Choice ID# RP105**

Paper Claim Submission Address:  
P.O. BOX 52033 PHOENIX, AZ 85072-2033

***\*Please Note:*** Claims identified with both numeric and alpha characters i.e. 12345E67890 require the most recently processed claim number in the claim series (e.g. A1, A2, etc.), be used for claim resubmissions/replacements/reversals (when applicable). Please refer to your most recent EOB for the most recently processed claim number.

If you have any questions, please reach out to your assigned Network Provider Performance Representative.

*To view this notice for embedded links and content specific to education-related material, please visit us online at <https://www.azblue.com/health-choice-az> under our "For Providers" tab.*



An Independent Licensee of the Blue Cross Blue Shield Association