

# 2023 PCP-HMO plans: What you need to know

 [pages.azblue.com/important-updates-for-our-2023-PCP-HMO-plans---DEC-2022.html](https://pages.azblue.com/important-updates-for-our-2023-PCP-HMO-plans---DEC-2022.html)

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We're making some important updates for our Blue Cross® Blue Shield® of Arizona (BCBSAZ) members with PCP Coordinated Care HMO (PCP-HMO) plans. These HMO plans require a designated PCP and BCBSAZ-approved PCP referrals for most specialist office visits.

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for important 2023 updates**

## Here's what you need to know for 2023

### 1. PCP-HMO plans will use the standard prior authorization requirements

Effective for services on or after January 1, 2023, PCP-HMO plans will use the BCBSAZ standard prior authorization requirements that are used for most of our benefit plans. The [2023 standard code list](#) is now available at "[azblue.com/providers](https://pages.azblue.com/providers) > Practice Management > Prior Authorization > BCBSAZ Members-Prior Auth Code Lists 2023." You'll find the standard list on the second tab of the Excel file.

## 2. PCP-HMO plans are now included in our eviCore program

All PCP-HMO plans (and our PPO plans for individuals/families) will be included in our commercial eviCore program for services on or after January 1, 2023. This program includes the following specialty areas:

- Lab management for genetic testing
- Medical oncology and hematology services
- Radiation oncology
- Radiology: High-tech imaging
- Specialty drugs (includes those that must be administered by a healthcare professional and are covered under medical benefits)

Starting December 29, 2022, you may request prior authorization directly through eviCore for services scheduled on or after January 1.

Note: PCP-HMO plan patients already enrolled in a treatment protocol as of December 31, 2022, will not need a new prior authorization to continue their current treatment in 2023. All new treatment protocols starting on or after January 1 will require prior authorization.

For more information about our eviCore programs, see our [overview](#) and [provider FAQs](#).

## 3. Revised online tool for referral approval and prior authorization requests/status

For the quickest turnaround times, we recommend using the PCP-HMO referral and prior authorization request/status tool. The PCP-HMO tool will be updated for 2023 (it will look different from the current tool but will collect the same type of information). *Although this tool is different from the Arizona standardized request forms, and its use is not mandated, BCBSAZ will accept PCP-HMO requests made through this tool as valid.* Links to the PCP-HMO tool and the Arizona standardized online forms are available via the secure provider portal at "[azblue.com/providers](#) > Practice Management > Prior Authorization."

## 4. 2023 ID card design no longer displays the assigned PCP

The 2023 member ID cards will display "PCP-HMO" on the bottom of the card and a reminder message that reads "See assigned PCP for services and specialist referrals." The assigned PCP name is no longer included on the card but is still available via eligibility and benefits (270/271) inquiry results. You can also access/download digital ID cards through the eligibility and benefits results.

Here are sample ID cards:

**Note about copay information:** Complete copay information is available through an eligibility and benefits inquiry.

For more information about the 2023 PCP-HMO plans, see the [2023 Provider Operating Guide, Section 8](#), and the [PCP-HMO e-learning slides](#). If you have questions about the updates, contact your [provider liaison](#) or call us at 602-864-4231 or 1-800-232-2345, ext. 4231.

BlueCross BlueShield Arizona		TrueHealth	
An Independent Licensee of the Blue Cross Blue Shield Association			
<b>SAMUEL SAMPLE</b> FLH000000000		MaricopaFocus Network	
Dependent(s) Name:		Group Number	123456
		Plan Year	2023
		In-Network Cost Share	
		Deductible Individual	\$6750
		Deductible Family	\$13500
		OOP MAX Individual	\$8700
		OOP MAX Family	\$17400
		Pediatric Member Dental	YES
Copay Specialist	\$95		
Copay Urgent Care	\$100		
Copay Rx Tiers	\$3/10/150		
Rx BIN# 603017			
PCP-HMO		AZDOI	
		See assigned PCP for services and specialist referrals.	

