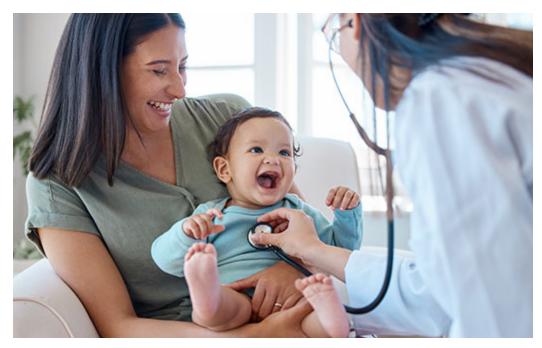
2023 PCP-HMO plans: What you need to know

pages.azblue.com/Important-updates-for-our-2023-PCP-HMO-plans---DEC-2022.html





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.

🕀 In This Issue

Visit our new <u>prefix page</u> 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 <u>2023</u> <u>standard code list</u> is now available at "<u>azblue.com/providers</u> > 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."

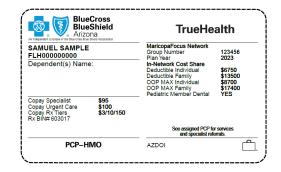
4. 2023 ID card design no longer displays the assigned PCP

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 <u>2023 Provider Operating Guide</u>, <u>Section 8</u>, and the <u>PCP-HMO e-learning slides</u>. If you have questions about the updates, contact your <u>provider liaison</u> or call us at 602-864-4231 or 1-800-232-2345, ext. 4231.



BlueCross BlueShield Arizona Arizona STEVEN SAMPLE XHK00000000 Dependent(s) Name:		EverydayHealth	
		HMO Group Network Group Number In-Network Cost Share Deductible Individual Deductible Family OOP Max Individual OOP Max Family Pediatric Member Dental	000000 \$5500 \$11000 \$7800 \$15600 YES
Copay PCP Copay Specialist Copay Urgent Care Copay Rx Tier 1/2/3 RX Bin# 603017	\$40 \$100 \$100 \$35/110/220		
		See assigned PCP for services and specialist referrals.	
PCP-HMO		AZDOI	ھ

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In This Issue:

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