2025 Provider Forum
BCBSAZ Health Choice (Medicaid) & Health Choice Pathway (HMO D-SNP)

Wednesday, July 9, 2025

11:30 AM – 12:30 PM

Agenda

- ❖ Welcome & Introductions — 5 mins
- ❖ Availity EDI Clearinghouse — 5 mins
- ❖ Claims System Migration — 5 mins
- ❖ Updated PA Grids & POLT List — 5 mins
- ❖ Member Care Gaps — 5 mins
- ❖ 2024 Provider Satisfaction Survey — 5 mins
- ❖ Workforce Development — 5 mins
- ❖ Contexture/Community Cares — 10 mins
- ❖ Mountain ECHO — 5 mins
- ❖ Provider Resources and Education — 5 mins
- ❖ Q&A — 5 mins

Network Services

Diverse Professionals

Our team is composed of professionals from a broad range of backgrounds, bringing a wealth of experience and perspectives.

Dedication to Excellence

Each team member demonstrates a strong commitment to excellence within their area of expertise—consistently delivering high-quality results that ensures our collective success and drive innovation.

Network Administrator

Operations

Network Development

Claims Educators

Provider Relations

Contract Specialists

Dr. Ron Lopez Introduction

BCBSAZ Health Choice Chief Medical Officer (CMO)

- Started with BCBSAZ Health Choice on February 17, 2025, and worked closely with Dr. Mark Carroll, who retired May 2025 on the CMO transition
- Extensive background in family medicine, sports medicine, and healthcare leadership
- 22 years working with diverse populations, from multigenerational families to professional athletes
- At WellCare, transformed a struggling Medicaid health plan into the "Quality Health Plan of the Year"
- At Health Help, led the transformation of the company from an electronic decision support entity to a fully accredited specialty benefits care management provider
- Passionate about integrating machine learning and AI, significantly improving the quality of care for complex diseases while delivering an improved experience for Practitioners and Patients
- Fun Fact - He invented a medical device to prevent decubitus ulcers, taking it from concept to manufacturing before selling it to a subsidiary of Stryker Corporation
- On a personal note, Dr. Lopez and his family have been engaged with communities ranging from San Diego to New York to Houston and beyond
- Dr. Lopez enjoys an active lifestyle that includes sports cars, auto racing, skiing, hiking, golfing, and attending concerts and live performances

Dr. Ron Lopez – Clinical Vision

Traditional Utilization Management

- Delays in care; Administrative burden on providers

Appropriate Utilization

- Best treatment option to produce the best outcome for the patient
- Inappropriate, unnecessary or non-evidence-based practice can cause real harm

The Evolution of UM to Care Pathway Management

- Drive adherence to evidence-based medicine
- Collaborate with physicians and staff to produce the best health outcomes

Goals of Care Pathway Management:

- Reduce denials; Reduce administrative burden;
- Reduce delays in care

Availity EDI Clearinghouse

Network Services

5 Minutes (11:35 – 11:40 AM)

Submitting Claims to BCBSAZ Health Choice

Claim Submission Process

Providers must submit any professional, institutional and dental claims (837 P/I/D) to BCBSAZ Health Choice through Availity EDI Clearinghouse using specified payer IDs.

For 837 Submissions the Subscriber ID must be as follows:

- BCBSAZ Health Choice Arizona (**#62179)** = 9 characters and begins with 'A' or 12 characters and begins with 'HCIA'.
- BCBSAZ Health Choice Pathway (**#62180)** = 9 characters and begins with 'HC' or 12 characters and begins with 'MZH'.
- BCBCAZ ACA Standard Health with Health Choice (**#RP105**) = 9-11 characters all numeric or 12-14 characters and begins with 'IAZ' then all numeric.

ERAs Availability

BCBSAZ Health Choice 835 ERAs will be available through Availity

Registration

- Register with Availity EDI Clearinghouse or another clearinghouse of your choice that has an established connection with Availity
- If you work with a software vendor that providers EDI services, let them know which clearinghouse you have chosen

Supported Transactions

BCBSAZ Health Choice Arizona (Payer ID 62179)	BCBSAZ Health Choice Pathway (Payer ID 62180)	BCBSAZ ACA Standard Health w/ Health Choice (Payer ID RP105)
• 270/271 Eligibility • 837 Institutional, Professional & Dental • 276/277 Claim Status • 835 Electronic Remittance	• 270/271 Eligibility • 837 Institutional, Professional & Dental • 276/277 Claim Status • 835 Electronic Remittance	• 270/271 Eligibility • 837 Institutional, Professional & Dental • 276/277 Claim Status • 835 Electronic Remittance

Resources

[Availity EDI Connection Guide](#)

[Availity EDI Companion Guide](#)

For questions or assistance, contact HCEDIGroup@azblue.com

QNXT Claims Migration – Effective October 1, 2025

Matthew Kingry, VP Reimbursement Services - Health Choice

5 Minutes (11:40 – 11:45 AM)

Claims System Migration

Phased Approach

- HCA utilizes two claiming systems
- Full transition to a single claims system in 2025

Improve Provider Satisfaction

- Increase efficiency and our auto-adjudication rate
- Timely claims management
- Faster claims reprocessing

Next Steps

- No changes on claims submissions and reimbursement
- Future communication regarding any updates will be provided.

Claim Groupings

Complete

- Non-Emergency Medical Transportation, Ground and Air Transport, and FQHC/RHC
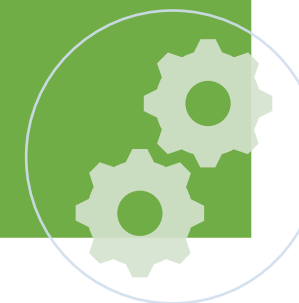
Sprint One ✓

In Progress

- Anesthesia, Ambulatory Surgical Centers, AzEIP, DME, Emergency Room*, Lab, Pain Management, Rehab Therapy, Office Visit*, SNFs*, Surgery*, Vision - Optometrist

Sprint Two

Professional

Updated Provider Authorization (PA) Grids & POLT List

Lazaro Torres – Director, Network Operations

3 Minutes (11:45 – 11:50 AM)

Prior Authorization (PA) & POLT Updates

PA Changes *

Effective 8/15/25, PA Grid has been updated

PA No Longer Required:
- ✓ No PA Required for members 20 years old and under Physical, Occupational, and Speech therapies
- ✓ All ultrasound codes including OB, cardiac echo, vein mapping, some imaging codes
- ✓ Pain management and maternal fetal specialist consultations

Codes Added to Require Prior Authorization
- ❖ Refer to the updated PA grids to ensure compliance with new requirements.

Resources
- ➢ PA Guidelines | Health Choice AZ
- ➢ Prior Authorization Guidelines | Health Choice Pathway

Provider Office Laboratory Testing (POLT) List Changes

Summary of recent changes in 2025:
- ✓ Effective 6/1/2025: 87428
- ✓ Effective 8/1/2025: 81420 and 80307

❖ Providers must use contracted labs (LabCorp or Sonora Quest) for in-office lab services.

❖ Refer to the most recent POLT List located in our website under Provider Education | Health Choice AZ

Reminders

- For out-of-network (OON) authorizations, the PA team will ask you to refer to an in-network provider.

- Use the BCBSAZ Health Choice Provider Portal for expedited responses & processing

*Refer to the PA Grid in our website for complete and accurate information

Provider Portal: New Features

BlueCross BlueShield Arizona | Health Choice
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Prior Authorization (PA) Submission Enhancement
- Requests that do not require PA will automatically be canceled. Reference the health plan specific PA Grid prior to submitting PA requests.

Provider Roster for PCP, PCO, & PCD
- Listing of all providers with assigned membership including cred status and participating effective date(s).

Member Roster
- Listing of all members assigned to medical or dental provider(s) as of the first day of the month

Gaps in Care Quality Report
- Report identifies members assigned to your practice with open measure(s). Providers can submit documentation in portal to support closure of gaps in care.

Coming Soon
- Alerts for providers at risk for termination due to revalidation
- Provider Roster: enhancement will include a complete listing of all associated providers & facilities

Provider Feedback

What do you like about the BCBSAZ Health Choice Provider Portal?

What improvements or features would you like to see?

Give us your thoughts on the BCBSAZ Health Choice Provider Portal

BCBSAZ Health Choice Can Help You Close Member Care Gaps

Lupe Campos – Outreach Manager

5 Minutes (11:50 – 11:55 AM)

BCBSAZ Health Choice Can Help You Close Member Care Gaps

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Health Choice

Partnership

- Partner with BCBSAZ Health Choice Outreach Team
- Outreach efforts are designed to educate members on the importance of well visits and available rewards program

Engagement

- Our bilingual Outreach Specialists are available to assist providers with member engagement and appointment scheduling
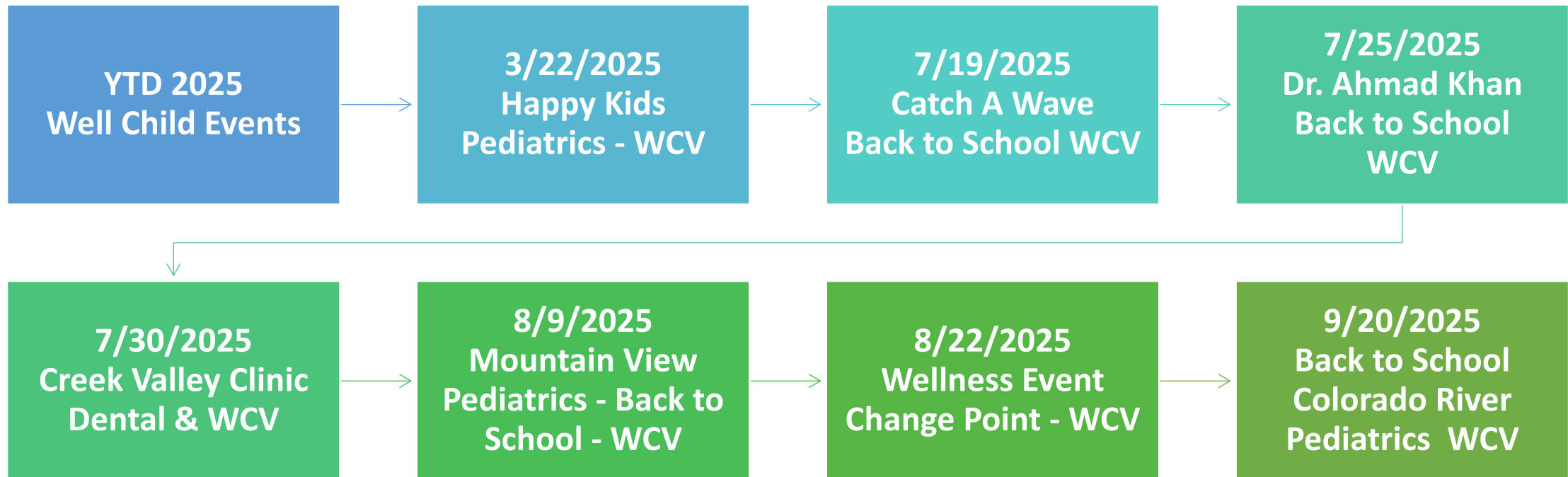- Co-host member health fairs us

Contact

- Lupe Campos – Outreach Manager contact information:

- Guadalupe.Campos @azblue.com
- 480-270-2615

Outreach – Well Child Events BCBSAZ Health Choice

YTD 2025
Well Child Events

→

3/22/2025
Happy Kids
Pediatrics - WCV

→

7/19/2025
Catch A Wave
Back to School WCV

→

7/25/2025
Dr. Ahmad Khan
Back to School
WCV

7/30/2025
Creek Valley Clinic
Dental & WCV

→

8/9/2025
Mountain View
Pediatrics - Back to
School - WCV

→

8/22/2025
Wellness Event
Change Point - WCV

→

9/20/2025
Back to School
Colorado River
Pediatrics WCV

Outreach Growth – Retention – Quality Initiatives
BCBSAZ Health Choice | Health Choice Pathway (HMO D-SNP)

Buckeye Compassion Clinic Health Fair
Left to right, Dr. Neary, Lupe Campos, Sarab Sabagh, Community Partner, Abel Arizmendi

Outreach Priorities

- School Partnerships

- KidsCare Enrollment

- Provider Engagement

- Quality Measures – Children's Dental & Well Child Visits

- Community Based Partners

- Tribal Member Outreach

- Cross – Segment Collaboration

2024 Provider Satisfaction Survey

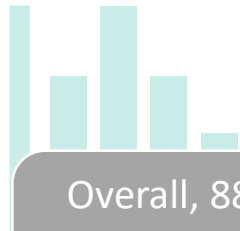Lazaro Torres – Director, Network Operations
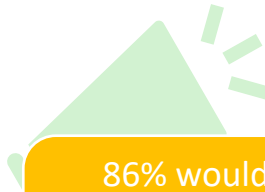
5 Minutes (11:55 – 12:00 PM)

2024 Provider Satisfaction Results

The vast majority are satisfied, overall, and are willing to recommend BCBSAZ Health Choice to other physicians and patients.

Overall, 88% are very satisfied or satisfied with BCBSAZ Health Choice.

86% would definitely or probably recommend BCBSAZ Health Choice to their patients.

85% would recommend BCBSAZ Health Choice to other providers.

Most providers consider BCBSAZ Health Choice to be about the same as other AHCCCS plans.

We Heard You!

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Collaboration → Communication → Improvement → Engagement

Current & Future Action Plans

Collaboration
- Timely collaboration with other leaders to resolve issues
- Claims
- Credentialing
- Clinical
- IT, etc.

Communication
- Notices via email
- Clarity and personalized communication
- Facilitate exchange of information between provider and health plan via Provider Portal

Improvement
- Multiple codes no longer require PA
- System upgrades, migrations, (claiming systems, clearinghouse, eviCore, provider portal)

Engagement
- Educate providers on new portal features
- Engage with providers who requested HCA contact

Workforce Development

Presented by:

Mark Faul

Workforce Development Administrator
Mark.Faul@azblue.com

5 Minutes (12:00 – 12:05 PM)

Identified WFD Gaps

Lack of Entry-Level Workers

Recruiting and Retaining Employees in Rural Areas

Workplace Culture Development

Lack of Entry Level Workers

COLLEGES and UNIVERSITIES

- MCCCD Recruitment Council
- Creating Internship opportunities
- Maricopa Corporate College — soft skills training and Jobfest
- ASU College of Health Solutions - Career Exploration Fair

Internship Workshops

COMMUNITY
Involvement with other industry employers

- Northern AZ Healthcare Forum
- Influence Policy Change

Recruiting and Retaining Employees in Rural Areas

By the end of contract year 2026 Health Choice will identify and support Talent Acquisition and Recruitment efforts that support high quality member care in rural areas.

1. Identify what targeted recruitment programs that are in existence.

2. Reach out to contracted Providers and educational facilities in rural areas to establish or enhance partnerships.

3. List the recruitment barriers that exist in rural areas.

4. Introduce resources that will support the talent pipelines available for employers to fill vital positions.

5. Support Blue's Community and Health Advancement Foundation in the area of scholarships and loan forgiveness programs for rural students pursing healthcare careers.

6. Inform and support Providers of Networking opportunities
   - Northern AZ Healthcare workforce forum – Uniting educational institutions, (NAU, CCC, NPC) healthcare organizations, workforce agencies and community partners
   - Expanding access to shadowing, internships, and mentorships.

7. Support a workforce that reflects the communities served.

Success metrics for Providers

1. Support providers in establishing and maintaining employment pipelines to include direct hiring

2. Share predictions for future staffing needs

3. Create collaboration and networking space for providers

Workplace Culture Development

Data shows:

- Burn out stress – Work life balance Personal health – Administration burden workload

- The average length of time Healthcare workers are staying at one agency is 2-5 years, based on our data.

- **Reasons planning to stay:** Advancement ops and Agency Culture

Offer resources to Providers to enhance leadership skills:

- Communication and Collaboration

- Recognition and Appreciation

- Professional development opportunities

- Work life balance

- Shared empowerment

- Resources and support

Other Workplace Development Initiatives and Involvement

AZAHP WFD Alliance

- Monthly Provider Forum — Resources and Networking opportunities

  https://www.azahp.org/awfda-acc-rbha-wfdforums

- Technical Assistance

- RELIAS LMS

- Data Collection to forecast future WFD needs — AZ Workforce Goals & Metrics Assessment (AHWGMA) and Healthcare Network Employee Questionnaire (HNEQ)

Save the Date!

Action Summit 3: Growing Arizona's Healthcare Workforce - Pathways, Connections, and Collaboration

Presented by the Arizona Healthcare Workforce Action Network

November 3 and 4, 2025
Rio Salado College Conference Center | Tempe, AZ

Contexture: Health Information Exchange (HIE)

Chérie Passalacqua
Director, Development & Engagement

10 Minutes (12:05 – 12:15 PM)

Health Information Exchange Overview

contexture®
Creating connections. Improving lives.

About Contexture

- ## Who We Are
  Contexture is the leading health information exchange (HIE) for Arizona and Colorado. We are the largest health information organization in the Western region
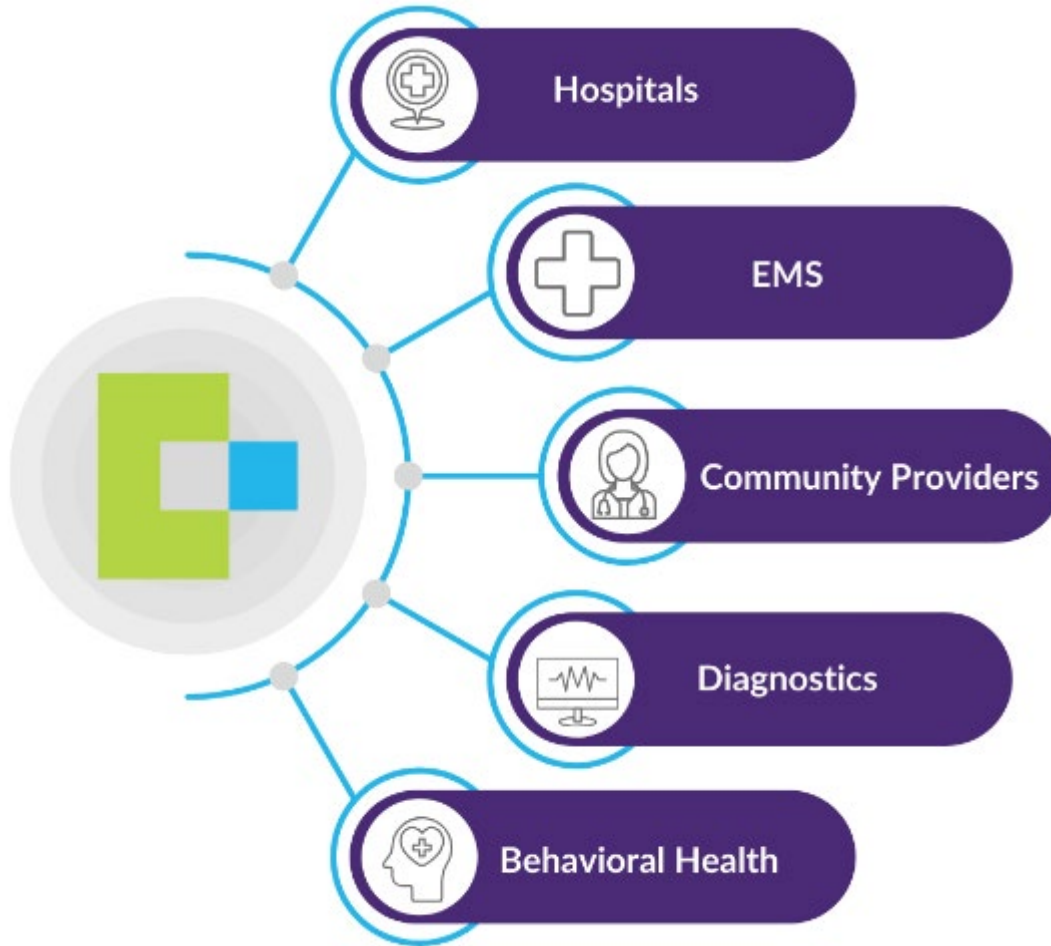
- ## What We Do
  Contexture is a nonprofit regional organization that provides strategic, technical and administrative support to communities committed to advancing health through information sharing

- ## Our Mission
  Advancing individual and community health and wellness through the delivery of actionable information and analysis
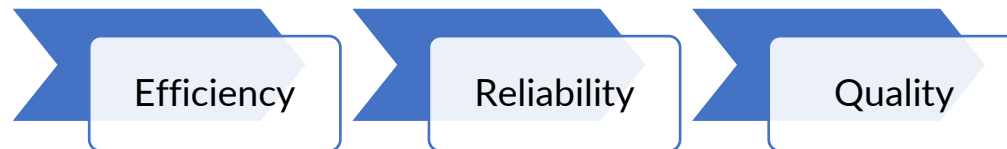
How the HIE works

Community Health Record

- More data means you'll see the whole clinical picture.

- Value added by matching patients from all data senders.

Contexture HIE – New Unified Platform

What You'll Experience:

- Improved data exchange capabilities

- Enhanced security and protection

- Better system performance

- Simplified user experience

- Easier searching & patient matching

Efficiency → Reliability → Quality

Better Care → Higher Satisfaction → Reduced Healthcare Cost

Connecting Data for Enhanced Patient Care

28 Million
Patients

16,000
Users/month

23 Million
Notifications/month

Contexture's Health Information Exchange (HIE) brings together fragmented information from:

- Primary Care Doctors
- Hospitals
- Behavioral Health Providers
- Community Health Partners
- Specialists
- Diagnostics

Cohesive Health Data → Whole Person Health

Contexture Solutions

- **Core Solutions**
  - Data Sender (HL7 and/or CCD)
  - PatientCare 360 Portal
  - Direct Secure Message (secure HISP)
  - Notifications
  - Quick Results
  - Standard Reports
- **Add-On Solutions**
  - Results Delivery
  - Smart Summary
  - History
  - Dynamic Member File
  - Custom Reports

Hospitals
EMS
Community Providers
Diagnostics
Behavioral Health

CommunityCares Overview

CommunityCares

Arizona's statewide, SDOH closed loop referral system operated by Contexture

Single, statewide technology solution

Connects providers & organizations across sectors

Streamlines referral sending/receiving

Tracks outcomes

CommunityCares Partners

- CommunityCares is a free program that enables the exchange of SDOH information between healthcare and community organizations

CommunityCares Program Benefits

Connects healthcare and community service providers.

Screenings and assessments.

Streamlines referral process across Arizona.

Confirmation when social services are delivered.

Access to Solari 2-1-1 resource directory.

Data tracking, analytics and outcome measures.

AzHDR Overview

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About Arizona Healthcare Directives Registry (AZHDR)

- A platform that provides healthcare providers with seamless access to patients' advance directive documents.

- Stores and makes viewable advance directive documents.

- In November 2021, the Secretary of State transferred to Contexture advance directive documents that were held in their portal.

AzHDR Users

Individuals

Healthcare Providers

Legal and Financial Organizations

Community-Based Organizations

AzHDR Data

AzHDR by the Numbers	
Increase in Consumer Accounts	65%
Healthcare Subscribers	346
Legal/Financial Subscribers	102
Community Based Organizations	13

contexture

AzHDR Usage Data

	Searches	Percentage	Uploads	Percentage
1	Hospitals	53%	Legal/Financial**	92%
2	Rehab Inpatient	18.2%	Nursing Homes*	4%
3	Psychiatric Hospitals	14.5%	Hospitals	3%
4	Nursing Homes*	12%	Rehab Inpatient/Psychiatric	.3%
5	Other Providers	3%	Other Providers	.7%

*Nursing home providers have been utilizing the portal, overall, for one year less than hospitals and rehab/psychiatric hospitals
**Legal/Financial subscribers do not have same search access as healthcare subscribers

Questions

To request additional information or for any questions please contact us.

- Health Information Exchange
  - Chérie Passalacqua, Director, Development & Engagement
    cherie.passalacqua@contexture.org
- CommunityCares
  - Kelly McGann, Director, Social Determinants of Health
    kelly.mcgann@contexture.org
- AZHDR
  - Sara Bertram, Director, Healthcare Directives
    sara.bertram@contexture.org

@ContextureHIT

Mountain ECHO

Rose Kent, MPH
SDOH & Centers of Excellence Programs
Coordinator, Mountain ECHO Lead

Rose.Kent@azblue.com

5 Minutes (12:15 – 12:20 PM)

Project ECHO at BCBSAZ Health Choice!

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Health Choice

FEATURING THREE SERIES:

- Substance Use Disorders (SUD)
- Trauma in Children (TIC)
- Complex Care (CC)

DETAILS:

- Mountain ECHO Academy is a Project ECHO® replicate.
- Each session features a lecture and a case presentation
- on the topic.
- Mountain ECHO is a great way to network, build knowledge,
- and gain resources.
- Case consultations with recommendations provided by Arizona professionals.
- Participants can register for each series individually or bundle.
- Each session offers 1 hour of Continuing Education Units (CEU).

Continuing Fall 2025!

UPCOMING SERIES:
August 4, 2025 through April 20, 2026

FREQUENCY:
Mondays every month
SUD – 1st Monday
TIC – 2nd Monday
CC – 3rd Monday

TIME:
Noon-1 p.m. (AZ)

LOCATION:
Join us on Zoom!

REGISTER:
https://www.azblue.com/health-choice-az/providers/mountain-echo

MORE INFORMATION:
Rose.Kent@azblue.com

What is Project ECHO?

- Started at the University of New Mexico in 2003 focused on Hepatitis C.

- The model, using lectures and case consultations, sparked a movement that has been replicated worldwide to cover various topics.

- Hub teams are comprised of Subject Matter Experts from multiple organizations. Spokes are the participants, who also share knowledge within the sessions.

HUB

SPOKES
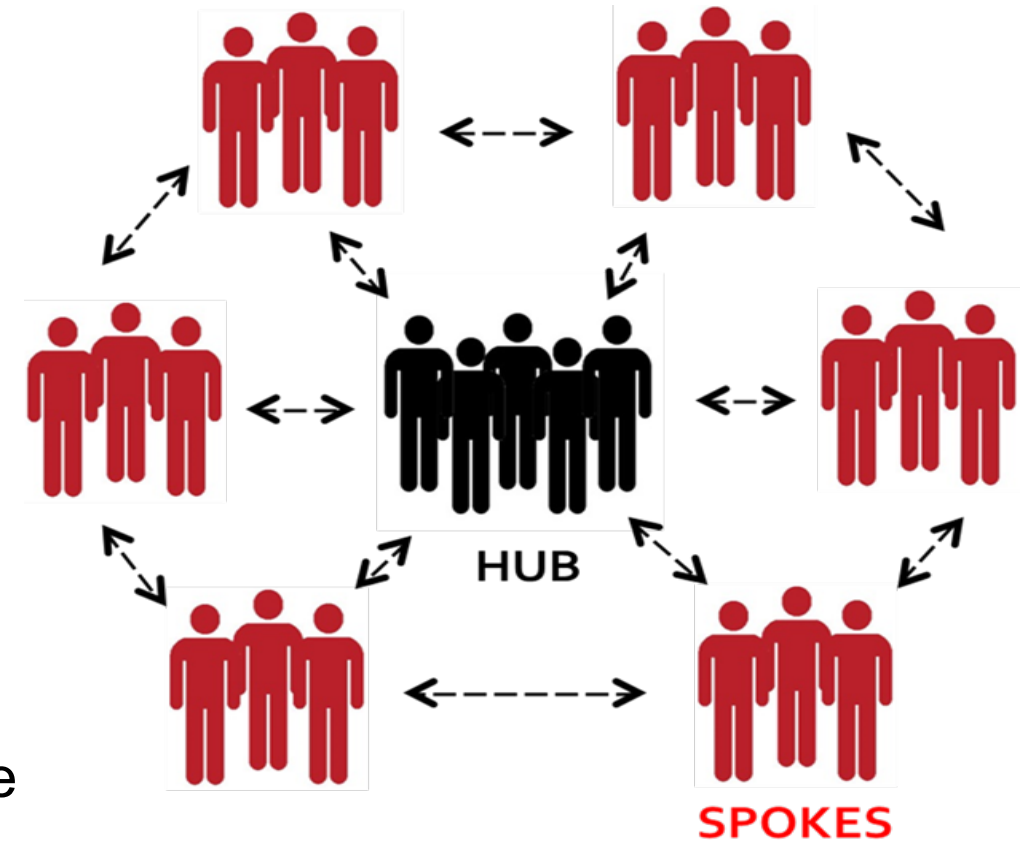
All teach, all learn!

Mountain ECHO

- BCBSAZ Health Choice launched Mountain ECHO SUD in 2018

- From 2020-2022, we offered a limited series on Early Psychosis Intervention (EPI).

- In October 2023, Mountain ECHO Academy launched featuring three Project ECHO hubs: Substance Use Disorders, Trauma in Children, and Social Determinants of Health (SDOH) – now transitioning to Complex Care.

- Mountain ECHO has statewide multidisciplinary participants from providers and community partners.

- Case-consultations are the heart of ECHO, allowing for discussion that addresses the whole-person including culture, location, education, employment, justice involvement, housing, and more.

- Marketing only within Arizona, also allows for networking, as well specific community-based resource recommendations.
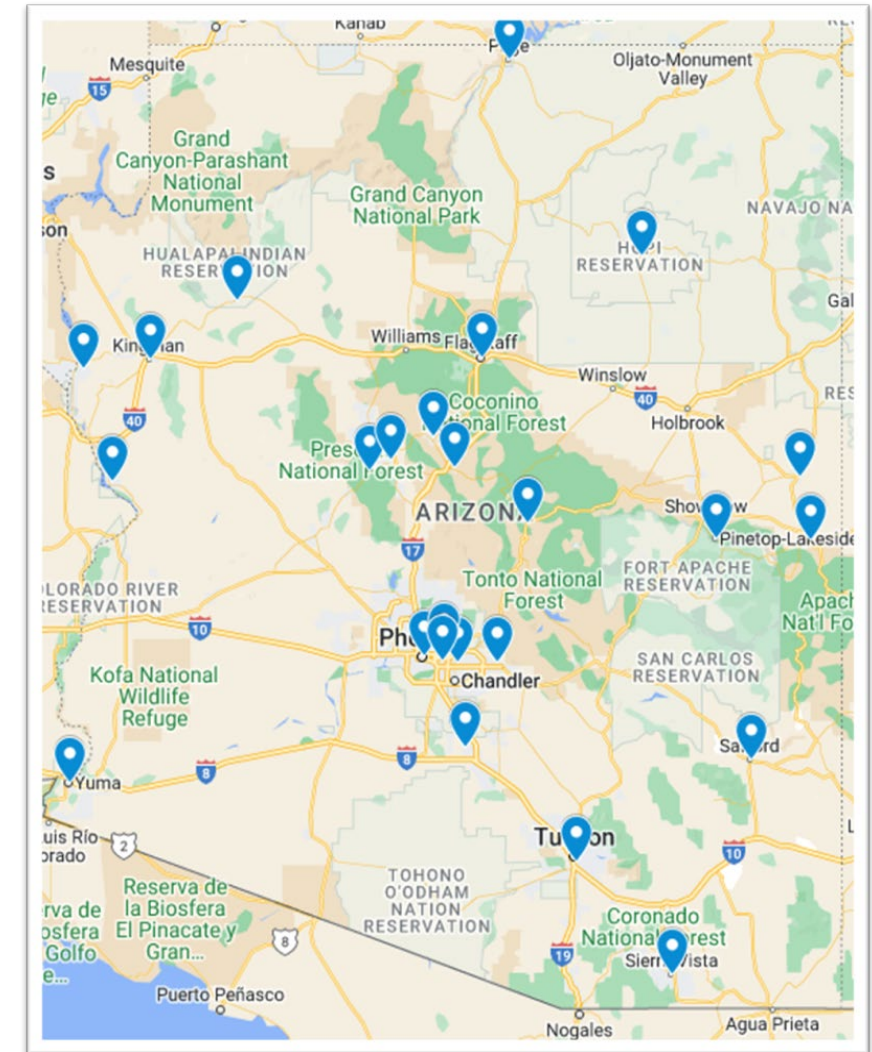
Join Us This Season!

Substance Use Disorders
- Medications for Opioid Use Disorders (MOUD) – overview, updates, ADHS tracking
- Treatment models for Adolescents and Teens
- Latest studies on trending drugs, including stimulants, kratom, and xylazine

Trauma in Children
- Supporting families with 504 Plans and Individualized Education Program (IEP)
- Use of psychotropic medications in children
- Child Parent Psychotherapy

Complex Care
- Loneliness & social isolation
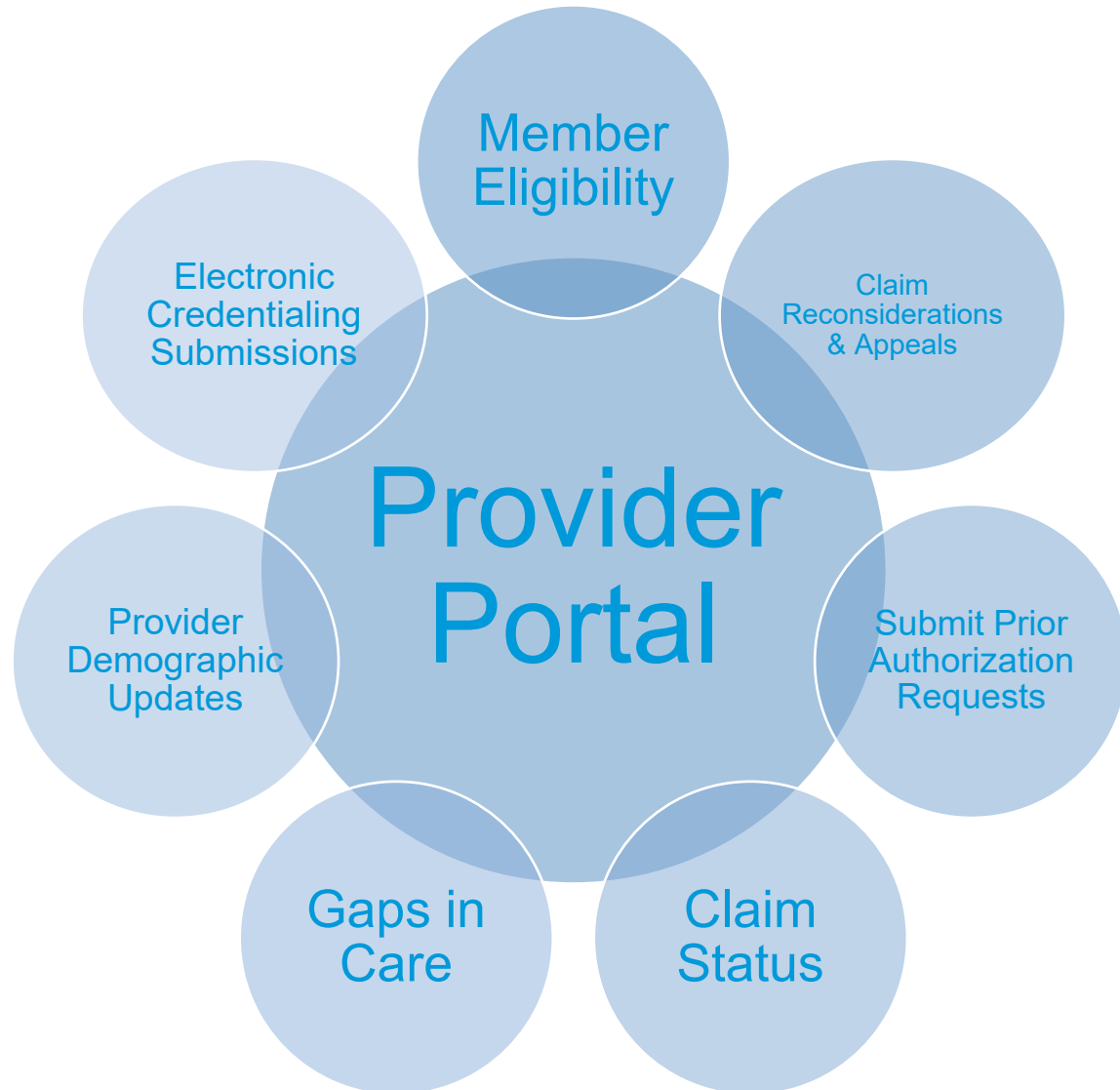- Chronic-illness associated depression
- Polypharmacy & coordination

https://www.azblue.com/health-choice-az/providers/mountain-echo

BCBSAZ Health Choice Provider Portal

Tanisha Hartwell-Parris – Provider Claims Educator

5 Minutes (12:20 – 12:25 PM)

Provider Portal View: Provider Resources

BlueCross BlueShield Arizona | Health Choice

Provider Portal

- Member Eligibility
- Claim Reconsiderations & Appeals
- Submit Prior Authorization Requests
- Claim Status
- Gaps in Care
- Provider Demographic Updates
- Electronic Credentialing Submissions

HOME   ELIGIBILITY ▾   CLAIMS ▾   MEMBER ROSTER   QUALITY ▾   PRIOR AUTHORIZATIONS ▾   DOCUMENTS   LOG OFF

BlueCross BlueShield Arizona | Health Choice
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Provider Resources

Please note that user Account passwords should NOT be shared between employees. Sharing passwords is prohibited. BCBSAZ Health Choice encourages the Prime Administrator Account holders to set up individual user accounts in order for individual employees to use. If you have any questions, please contact the Provider Portal Coordinator at 480-760-4651 or (800) 322-8670.

Visit us online under our "For Providers" tab for content specific to education-related material.
BCBSAZ Health Choice (Medicaid)
BCBSAZ Health Choice Pathway (Dual SNP HMO Medicare Advantage)

Provider Manuals
- BCBSAZ Health Choice
- BCBSAZ Health Choice Pathway
- ACA StandardHealth with Health Choice

Provider Notices
- BCBSAZ Health Choice
- BCBSAZ Health Choice Pathway
- ACA StandardHealth with Health Choice

Prior Authorization Guidelines
- BCBSAZ Health Choice
- BCBSAZ Health Choice Pathway
- ACA StandardHealth with Health Choice

Provider Forms
- BCBSAZ Health Choice
- BCBSAZ Health Choice Pathway
- ACA StandardHealth with Health Choice

Provider Education (POLT List, Portal Training Videos, Newsletters, Quality Coding)
- BCBSAZ Health Choice
- BCBSAZ Health Choice Pathway
- ACA StandardHealth with Health Choice

Dental Matrix and Clinical Review Criteria
- BCBSAZ Health Choice Dental Benefits Matrices
- BCBSAZ Health Choice Pathway Supplemental Benefits
- ACA StandardHealth with Health Choice

Secure Provider Portal:
Home Screen

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HOME   ELIGIBILITY▾   CLAIMS▾   ROSTERS▾   QUALITY▾   PRIOR AUTHORIZATIONS▾   DOCUMENTS   LOG OFF

🔔 **Provider Forum: Click Here** to register for the upcoming BCBSAZ Health Choice & BCBSAZ Health Choice Pathway Provider Forum that will be hosted on Wednesday, July 9th, 2025, 11:30AM-12:30PM.   x

Welcome to Health Choice Provider Portal

New & Upcoming Enhancements

- 🔔 **Gaps in Care** is now live on our provider portal with the ability to upload supporting documentation to help close open Gap measures!

Provider Reminders

- 🔔 Attention Pediatric Providers: Partner with BCBSAZ Health Choice Outreach Team to help you close member care gaps. Contact our Outreach Manager, Lupe Campos, for more details: Guadalupe.campos@azblue.com or 480-270-2615.
- 🔔 You can submit Dental Prior Authorization and Dental Specialty Referral requests directly through your secure portal.
- ⓘ Member ID prefixes and EDI Payor ID#s: Health Choice Arizona is HCI (e.g. HCIA12345678); EDI Claim Payor #62179. Health Choice Pathway is MZH (e.g. MZHHC1234567); EDI Claim Payor ID #62180. ACA StandardHealth with Health Choice is IAZ (e.g. IAZ987654321); EDI Payor ID#RP105.
- ⓘ Paper Claim Submission Address for all lines of business: P.O. BOX 52033, PHOENIX, AZ 85072-2033
- 🔔 Providers can submit credentialing requests via our Provider Portal. Forms will automatically be routed to our Credentialing or Contracting department for processing with an accessible PDF form for your records. Click the **Provider Demographic Request/AzAHP E-Apply** Practitioner Data Form link under Provider Tools.
- 🔔 Recent **Member Admissions and/or Discharges**
- 🔔 BCBSAZ Health Choice added an alternative solution to support electronic claims submissions on March 19, 2024. Providers can now submit electronic 837 claims to Optum iEDI, a clearinghouse that was developed outside the Change Healthcare environment. Please refer to the provider notices for additional instructions. **Change Healthcare Incident Solutions and Response**
- ⓘ Opportunity for Practitioner Input ⓘ Health Choice values our network of providers and is interested in your input regarding Utilization Management (UM) Guidelines. If you have interest in assisting with development or review of UM criteria and technology, please send your contact information along with your field of practice to: HCHComments@azblue.com

Member Eligibility:
Click **here** to view eligibility and coordination of benefit details for a member

Claims	Authorizations	Provider Tools
Use one of our convenient tools to learn more about our services.	Need information regarding authorizations? Choose one of the following options below.	Use one of our convenient tools to manage your account or look up answers in our document library.
• Claims Lookup • Dental History / Benefits • Vision History / Benefits	• View Your Medical Prior Authorization Status • View Your Dental Prior Authorization Status • Health Choice & Health Choice Pathway - Pharmacy Prior Authorization Request • Health Choice Arizona - Prior Authorization Grid • Health Choice Pathway - Prior Authorization Grid (Arizona) • ACA StandardHealth with Health Choice – Prior Authorization Grid	• Member Medical / Dental Roster • Provider Medical / Dental Roster • Provider Resources • Health Choice Integrated Care Provider Portal • Provider Demographic Request/Electronic Credentialing – AzAHP Practitioner Data form

Provider Resources & Education

Network Services

5 Minutes

BCBSAZ Health Choice Websites & Provider Manual – Updated for 2025

BCBSAZ Health Choice Arizona – Medicaid

Website: https://www.azblue.com/health-choice-az

Provider Manual: https://www.azblue.com/health-choice-az/providers/provider-manual

BCBSAZ Health Choice Pathway – DSNP

Website: https://www.azblue.com/health-choice-pathway

Provider Manual: https://www.azblue.com/health-choice-pathway/providers/provider-manual

ACA StandardHealth with Health Choice

Website: https://www.azblue.com/aca-standardhealth-health-choice

Provider Manual: https://www.azblue.com/aca-standardhealth-health-choice/providers/provider-manual

Our Providers Manual also include samples of our Member ID Cards for each Line of Business (LOB)
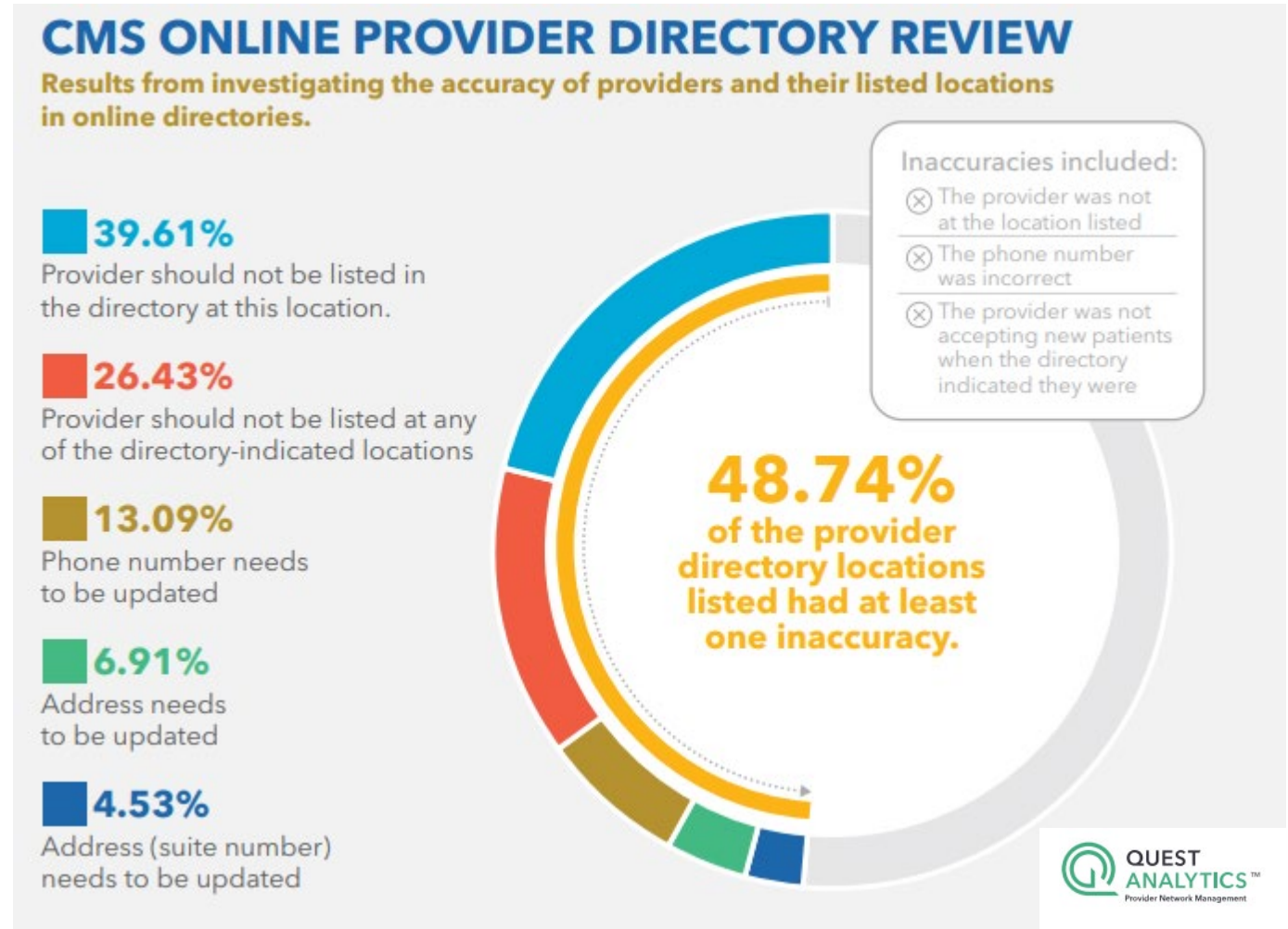
REMINDER: Provider Updates Matter

Best Practices

- Notify your Rep in writing at least 90 days prior to the effective date of change or as soon as possible

Inaccuracies Include

- Provider not at the location listed
- Incorrect phone number
- Provider was not accepting new patients when the directory indicated they were

CMS ONLINE PROVIDER DIRECTORY REVIEW

Results from investigating the accuracy of providers and their listed locations in online directories.

39.61% Provider should not be listed in the directory at this location.

26.43% Provider should not be listed at any of the directory-indicated locations

13.09% Phone number needs to be updated

6.91% Address needs to be updated

4.53% Address (suite number) needs to be updated

Inaccuracies included:
- The provider was not at the location listed
- The phone number was incorrect
- The provider was not accepting new patients when the directory indicated they were

48.74% of the provider directory locations listed had at least one inaccuracy.

Provider Manual Section 3.9 – Changes to Provider Information on File, ACOM 406, 42 CFR 438.10(h), NET 5

Provider Revalidation

A provider must revalidate enrollment of their provider id periodically to maintain Medicaid billing privileges. In general, providers are required to revalidate every four years. AHCCCS also reserves the right to request off-cycle revalidations.

As part of the revalidation process the provider is subject to the same screening and disclosures captured during the initial enrollment. Additionally, based on provider type the process could include an enrollment fee, site visit, and fingerprint criminal background check required as a part of the screening requirements.

Beginning November 2022, AHCCCS-Division of Member and Provider Services (DMPS) will begin notifying providers through the United States Postal Service mail who are required to revalidate their Medicaid id. The revalidation process will ascend over a 10-month period beginning in November 2022 through August 2023.

Provider Revalidation Dates Spreadsheet 📗

Note: If you don't see your name on the provider spreadsheet no further action is required.

What AHCCCS Providers Need to Know:

- Any provider who has not completed the revalidation process in the AHCCCS Provider Enrollment Portal (APEP) will be listed on the Provider Revalidation Spreadsheet, receive written notification, and have 90 days (about 3 months) to apply.
- The notification will include a temporary 14-digit application id number required to access the provider file for the first time.
- Providers who fail to respond to the request could experience delays such as termination and/or loss of billing privileges, access to AHCCCS Online Portal which is required to view and submit claims and prior authorizations.
- Providers with questions, those who are no longer participating as a Medicaid provider, and those no longer employed with an organization, are asked to contact APEPTrainingQuestions@azahcccs.gov

How Providers Can Complete the Revalidation Process

To begin your revalidation application today, login to your Existing Providers: **To access APEP Direct**

Below are step-by-step instructions designed to teach providers how to complete a revalidation using a **14-digit Application ID** APEP 📕.
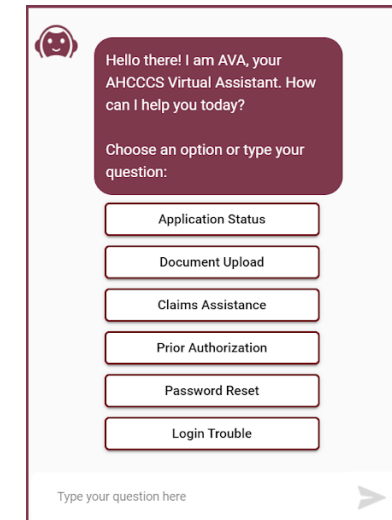
For additional questions regarding how to troubleshoot through APEP to complete the revalidation application, contact APEPTrainingQuestions@azahcccs.gov or Provider Assistance **(602)417-7670** option 5, include the provider name, NPI, and a brief description of the issue.

AHCCCS Resources:

If the provider has questions about the process, they are encouraged to review resources on the AHCCCS website, www.azahcccs.gov/apep, which include:
- Domain access in APEP
- Provider FAQ
- Provider Chat Bot, AVA, located at the bottom right-hand corner https://chat.azahcccs.gov/

Hello there! I am AVA, your AHCCCS Virtual Assistant. How can I help you today?

Choose an option or type your question:

- Application Status
- Document Upload
- Claims Assistance
- Prior Authorization
- Password Reset
- Login Trouble

Type your question here

Stay Up To Date With AHCCCS Notifications

- [AHCCCS Medical Policy Manual (AMPM)](#)
- [AHCCCS Contractors Operations Manual (ACOM)](#)
- [Medical Coding Resources](#) & [AHCCCS Encounters Resource](#)
- [Public Notices and Opportunities for Public Comment](#)
- [Behavioral Health Services Matrix, Guide, and Same Day Disallow Table](#)
- [AHCCCS News & Press Releases](#)
- Visit the [CMS website](#) and subscribe to email updates for the latest information on Medicare and Marketplace enrollment, policies, benefits, etc.

AHCCCS Policy Update Notifications

Subscribe to receive AHCCCS policy notifications on Public Comment and ACOM/AMPM publication updates.
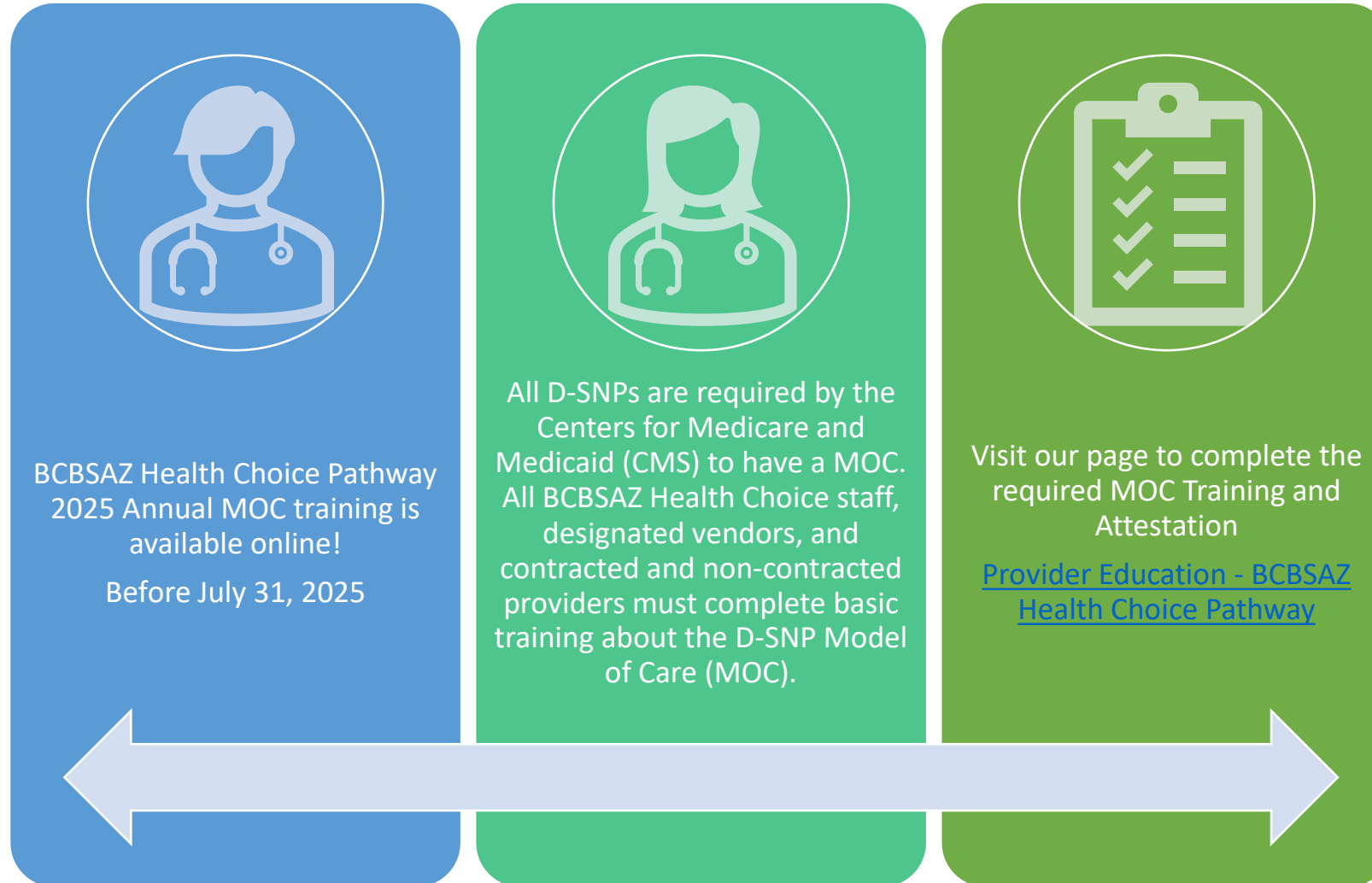
* Email Address

* First Name

* Last Name

Company

REMINDER: Model of Care (MOC) Training & Attestation

BlueCross BlueShield Arizona
An Independent Licensee of the Blue Cross Blue Shield Association | Health Choice

BCBSAZ Health Choice Pathway 2025 Annual MOC training is available online!

Before July 31, 2025

All D-SNPs are required by the Centers for Medicare and Medicaid (CMS) to have a MOC. All BCBSAZ Health Choice staff, designated vendors, and contracted and non-contracted providers must complete basic training about the D-SNP Model of Care (MOC).

Visit our page to complete the required MOC Training and Attestation

Provider Education - BCBSAZ Health Choice Pathway

Claim Submissions

All providers are recommended to submit claims electronically. Electronic billing ensures efficiency, accuracy, timeliness of payments, ease of administrative burden, eliminates cost of sending paper claims, and reduces clerical data entry errors.

BCBSAZ Health Choice (AHCCCS)
Health Choice Arizona Payer ID# 62179
P.O. BOX 52033, Phoenix, AZ 85072-2033

BCBSAZ Health Choice Pathway (Medicare Advantage D-SNP)
Health Choice Pathway Payer ID# 62180
P.O. BOX 52033, Phoenix, AZ 85072-2033

ACA StandardHealth with Health Choice (ACA IU65 – 1/1/2024)
ACA StandardHealth with Health Choice Payer ID# RP105
P.O. BOX 52033, Phoenix, AZ 85072-2033

Keep your records updated to prevent claim rejections, delays in payment, and/or returned payments.

BlueCross BlueShield Arizona
An Independent Licensee of the Blue Cross Blue Shield Association
Health Choice

Claim Submission Reminders

BlueCross BlueShield Arizona | Health Choice
An Independent Licensee of the Blue Cross Blue Shield Association

- Do not staple documents or claims
- Attachments should indicate the claim numbers on each page

No Staple Required on Paper Claims

- Submit claims with the full and complete Prior Authorization number, <u>including leading zeros</u>

Prior Authorization Number

- Indicate which department your mail should be routed to

Attention: SPECIFIC DEPARTMENT
8220 N. 23rd Ave
Phoenix, AZ 85021

Sending Correspondence?

<u>Reminder</u>
Contracted providers located in contiguous counties to Arizona must submit claims directly to Health Choice

<u>Reminder</u>
Visit our website for updated Prior Authorization (PA) Grids

Bordering Counties*
CA: San Bernardino
NV: Clark, Lincoln
UT: Kane, Washington
CO: Montezuma
NM: San Juan, McKinley, Cibola, Catron, Grant, Hidalgo

*Subject to change.

Questions?

ProviderConnect@azblue.com

BlueCross BlueShield Arizona

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Health Choice

azblue.com/hca