Always send CHS group claims to BCBSAZ—not the TPA

pages.azblue.com/Avoid-claim-processing-delays-for-CHS-members---FEB-2021.html





Corporate Health Services (CHS) groups are large self-insured employer groups that have entered into an arrangement with Blue Cross® Blue Shield® of Arizona (BCBSAZ) to allow their employees and dependents access to a BCBSAZ provider network for services rendered within Arizona. Under CHS agreements, BCBSAZ provides network

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access and claim pricing only (i.e., BCBSAZ does not provide administrative or claim payment services).

The CHS group, not BCBSAZ, assumes all financial risk with respect to claims. Most CHS groups have opted to use a third-party administrator (TPA) for claim processing and all other administrative functions. However, you need to send claims to BCBSAZ, not to the TPA.

How to avoid claim processing delays

1. **1. Billing**

Submit all claims for CHS group members directly to BCBSAZ for pricing, using EDI 53589. BCBSAZ will then forward them to the TPA.

You must include the BCBSAZ-assigned group number on CHS claims. The BCBSAZ-assigned group number (three letters followed by three numbers—e.g., ABC123) appears on the member's ID card and is used to route your claim to the appropriate TPA.

2. **2. Payer**

You (or your billing company) must set up billing for CHS group members with BCBSAZ for claim submission, using EDI 53589. However, the *payer* is the TPA, not BCBSAZ. Be sure that is reflected in your system.

3. 3. Medical records

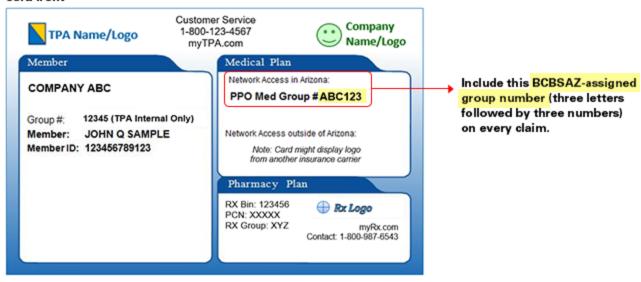
Send any requested medical records and other required documentation directly to the TPA, as instructed in the request notice. Do *not* send medical records to BCBSAZ. Medical records will not be forwarded to the TPA or returned to the provider if sent to BCBSAZ. Sending records to the correct recipient is also important for HIPAA compliance.

To support providers, BCBSAZ maintains a "CHS Group/TPA Information" list and search tool on the secure provider portal at <u>azblue.com/providers</u> in "Practice Management > Eligibility & Benefits > CHS Group Information." You can find the BCBSAZ-assigned group number as well as the contact information for the TPA.

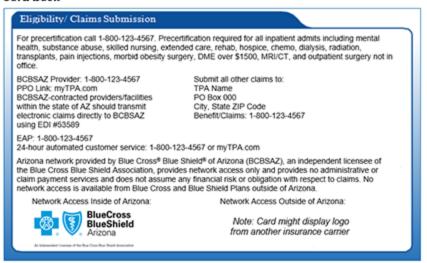
How to recognize a CHS group member

The sample below is for illustrative purposes only. CHS ID card designs vary by employer group. The BCBSAZ logo is displayed on the *back* of the card.

Card front



Card back



If you have questions, you can contact your <u>provider liaison</u> or call Provider Partnerships at 602-864-4231 or 1-800-232-2345, ext. 4231.

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