

Always send CHS group claims to BCBSAZ—not the TPA

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

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

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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 azblue.com/providers 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

	Customer Service 1-800-123-4567 myTPA.com	
Member COMPANY ABC Group #: 12345 (TPA Internal Only) Member: JOHN Q SAMPLE Member ID: 123456789123	Medical Plan Network Access in Arizona: PPO Med Group #ABC123 Network Access outside of Arizona: <i>Note: Card might display logo from another insurance carrier</i>	
	Pharmacy Plan RX Bin: 123456 PCN: XXXXX RX Group: XYZ  myRx.com Contact: 1-800-987-6543	

Include this BCBSAZ-assigned group number (three letters followed by three numbers) on every claim.

Card back

Eligibility/ Claims Submission	
For precertification call 1-800-123-4567. Precertification required for all inpatient admits including mental health, substance abuse, skilled nursing, extended care, rehab, hospice, chemo, dialysis, radiation, transplants, pain injections, morbid obesity surgery, DME over \$1500, MRI/CT, and outpatient surgery not in office.	
BCBSAZ Provider: 1-800-123-4567 PPO Link: myTPA.com BCBSAZ-contracted providers/facilities within the state of AZ should transmit electronic claims directly to BCBSAZ using EDI #53589	Submit all other claims to: TPA Name PO Box 000 City, State ZIP Code Benefit/Claims: 1-800-123-4567
EAP: 1-800-123-4567 24-hour automated customer service: 1-800-123-4567 or myTPA.com	
Arizona network provided by Blue Cross® Blue Shield® of Arizona (BCBSAZ), an independent licensee of the Blue Cross Blue Shield Association, provides network access only and provides no administrative or claim payment services and does not assume any financial risk or obligation with respect to claims. No network access is available from Blue Cross and Blue Shield Plans outside of Arizona.	
Network Access Inside of Arizona: 	Network Access Outside of Arizona: <i>Note: Card might display logo from another insurance carrier</i>

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

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- Do we have your updated group NPI number?
- Annual fee schedule updates delayed until May
- 2021 revisions to E/M codes for office visits
- Link to topic-specific e-learning and guides
- Avoid claim processing delays for CHS members