

# REMINDER: BCBSAZ Health Choice Provider Manuals

December 29, 2025

Dear Provider,

Our Provider Manuals are designed to provide basic information about the administration of the BCBSAZ Health Choice Arizona, BCBSAZ Health Choice Pathway and the ACA StandardHealth with Health Choice programs. Details within our manuals are intended to furnish providers and their staff with information, covered services, claim and/or encounter submission requirements. The BCBSAZ Health Choice Arizona provider manual is an extension of the BCBSAZ Health Choice Arizona Subcontractor Agreement, executed by the participating provider. The participating provider agrees to abide by all terms and conditions set forth within our Provider Manuals. The Provider Manual is incorporated into the contract each provider holds with BCBSAZ Health Choice.

Maintenance of the Provider Manual is performed annually with review and revisions necessary to align with AHCCCS, CMS as well as regulatory governing agency (i.e. ACOG, ADA, ADHS) updates. Annual review of the Provider Manual is conducted every July BCBSAZ Health Choice Arizona and every January for BCBSAZ Health Choice Pathway and ACA StandardHealth with Health Choice.

Hospital administrators, physicians and other medical professionals may only be interested in reviewing chapters pertaining to their specialty directly, chapter 1 of the provider manuals as well as chapters regarding our philosophy and guidance in Care Management.

However, office staff and billers of providers should also become familiar with the requirements for member eligibility and enrollment (Chapter 2), provider responsibility (Chapter 3), prior authorization requirements (Chapter 6), claims submissions, billing policies and procedures, formal dispute, and appeal processes (HCA/ACA SH HC Chapters 7-15, HCP Chapters 8-9). Use of our Provider Manuals will help reduce questions and expedite the claims process by ensuring that claims are submitted correctly the first time.

Please take advantage of additional resources available online on the 'For Providers' tab of our websites or from the 'Home' screen of your secure online provider portal.

BCBSAZ Health Choice: <https://www.azblue.com/medicaid>

BCBSAZ Health Choice Pathway: <https://www.azblue.com/health-choice-pathway>

ACA StandardHealth with Health Choice: <https://www.azblue.com/aca-standardhealth-health-choice>

Don't have a portal account? Sign-Up today!

<https://providerportal.healthchoiceaz.com/Account/Login?ReturnUrl=%2f>

*To view this notice for embedded links and content specific to education-related material, please visit us online at <https://www.azblue.com/health-choice-az> under our "For Providers" tab.*



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