

How to set up for success with our network-rental line of business

 pages.azblue.com/Large-CHS-groups-BCBSAZ-network-TPA-admin---JULY-2021.html

[Sign in – Secure Provider Portal](#) 



Some employer groups like to manage their own health plan with assistance from a third-party administrator (TPA). And, they still want their employees to have access to a robust provider network. We make this possible by offering these groups the opportunity to lease the Blue Cross[®] Blue Shield[®] of Arizona (BCBSAZ) provider network. This is what our Corporate Health Services (CHS) line of business is all about. We provide access to our broad PPO network (in Arizona only) and price the claims. *Everything else* is handled by the group's TPA.

 [In This Issue](#)

[Chat About MAT podcast: Providers get candid about Arizona's opioid use crisis, medication assisted treatment, and patient recovery](#)

Setting up your system and your billing team for CHS success will save you time and money

Although things work a little differently for CHS, once your system is set up and your billing team knows what to do, you'll be surprised at how easy it is.

1. Submit claims and claim adjustments electronically to BCBSAZ, not to the TPA.

We'll price your claim (based on your network contract) and forward it to the group's TPA for adjudication (according to the member's benefit plan). Be sure to include all required data, including the group's BCBSAZ-assigned group number.

2. Submit requested records and other correspondence to the TPA, not to BCBSAZ.

For records and EOB requests, it's just the opposite. Send records directly to the TPA. We will *not* forward those. The same is true for all other correspondence, including claim cancellations, reconsiderations, and notices of excess payment.

3. Set up the TPA (not BCBSAZ) as the payer in your system.

Your reimbursement and remit statements come from the TPA. Grievances are also handled by the TPA.




How to recognize a CHS group member ID card

The ID card for a CHS group member will look quite different from an ID card issued by BCBSAZ. You'll find the BCBSAZ logo on the *back* of the card, not the front. The TPA name or logo typically appears on the front of the card, in the upper-left corner. Look for the BCBSAZ-assigned group number on the front of the card—you must include that on your claims so we can promptly forward them to the correct TPA.


Sample CHS group member ID card

The sample below is for illustrative purposes only. CHS ID card designs vary by employer group.

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 |

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 EAP: 1-800-123-4567 24-hour automated customer service: 1-800-123-4567 or myTPA.com | Submit all other claims to: TPA Name PO Box 000 City, State ZIP Code Benefit/Claims: 1-800-123-4567 |
| 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> |

How can we help?

You can find a complete list of our CHS groups and their TPAs on the secure provider portal at azblue.com/providers. The search tool data is updated in real time and the PDF version of the list is updated monthly. We also include a thorough explanation about CHS group plans in the BCBSAZ Provider Operating Guide, Section 8, and in the e-learning on eligibility, benefits, and precertification.

Here's where to find those resources:

| CHS information | Where to find in the secure portal |
|---|--|
| CHS Group / TPA Information page and search tool | Practice Management > Eligibility & Benefits > CHS Group Information |
| Provider Operating Guide, Section 8: <i>BCBSAZ Products and Networks</i> | Provider Resources > Guidelines > Provider Operating Guide > BCBSAZ Provider Operating Guide > Section 8 |
| E-learning: <i>Eligibility, Benefits, and Precertification</i> | Education & Training > Provider E-Learning > Eligibility, Benefits, and Precertification |

You may also contact your [provider liaison](#) or call Provider Partnerships at 602-864-4231 or 1-800-232-2345, ext. 4231.

Our members can take a digital ID card with them wherever they go with the MyBlue AZSM mobile app.

