

Important! Member account and prefix changes for 2023

 pages.azblue.com/Member-prefix-updates-What-you-need-to-know---Nov-2022.html

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Blue Cross® Blue Shield® of Arizona (BCBSAZ) is updating member accounts. In some cases, the update will include a member ID prefix replacement, effective January 1, 2023. This may require adjustments in your claim submission process to ensure accurate and timely claim processing. You may also want to adjust the date range of online remit searches to ensure complete results.

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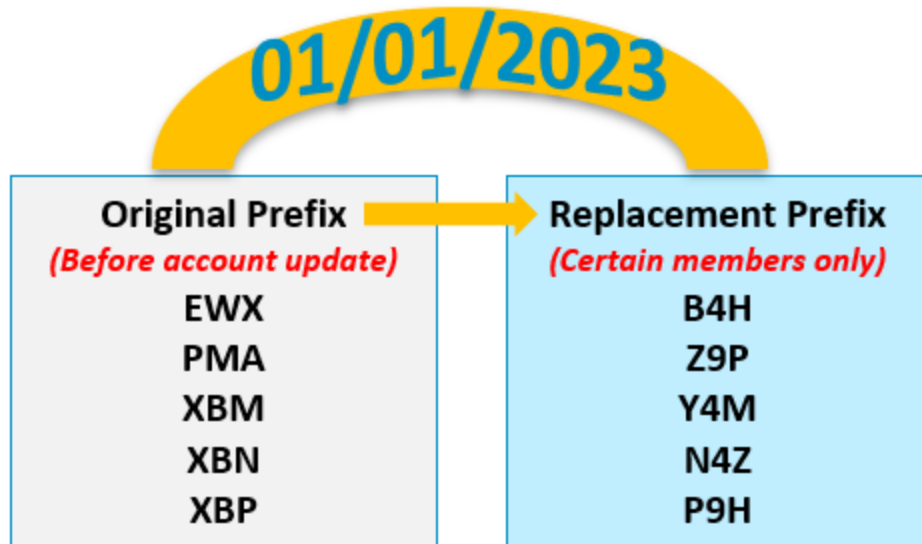
New! Check out DIABETES
on [our member health blog](#)

Here's what you need to know:

1. Some prefixes will be replaced for certain members on January 1.

Please make sure to check member ID cards for the current prefix at the time services are rendered. You can download the member's current card through an electronic eligibility and benefits (270/271) search. Members can also send you a digital ID card using the MyBlue AZSM mobile app.

Below is a list of current prefixes that are being replaced *for certain members* on January 1, 2023:



Note: Be sure to submit claims with the prefix in effect on the date of service.

If you submit a claim using a prefix that isn't valid for the service date, you will receive a message advising you of the prefix replacement and where to find the prefix reference list:

This member's ID prefix was replaced. Please check the prefix list at azblue.com/prefix and resubmit with the prefix that is valid for this service date.

2. Some accounts are updated without a prefix replacement—the date is important!

Some member accounts are updated without a prefix replacement. All account updates (with and without prefix replacements) may affect online remit searches that span a date range. If you find remits are missing from your search results, try searching for payments issued up to the date of the account update (e.g., 01/01/2023) and do another search for payments issued on or after that date.

Note: For Federal Employee Program[®] (FEP[®]) members (prefix "R"), use the following 2022 dates to start or end your remit searches:

- August 6, 2022 (dental claims)
- October 29, 2022 (professional claims)
- November 19, 2022 (institutional claims)

New! Prefix webpage for quick reference

For the latest prefix information, we have launched a new [prefix webpage](#) where you will find a helpful table of prefix replacements and a [comprehensive prefix list](#) that includes the dates of member account updates.

Original Prefix		Replacement Prefix (for certain members only)	
Before 01/01/2023	EWX →	B4H	After 12/31/2022
Before 01/01/2023	PMA →	Z9P	After 12/31/2022
Before 01/01/2023	XBM →	Y4M	After 12/31/2022
Before 01/01/2023	XBN →	N4Z	After 12/31/2022
Before 01/01/2023	XBP →	P9H	After 12/31/2022
Before 01/01/2021	SYD →	S3Z	After 12/31/2020
Before 01/01/2020	XBU →	M2K M2V M3V M3P	After 12/31/2019 Note: The XBU prefix is no longer in use

Plans for future account updates

The process of updating member accounts will continue beyond January 1, 2023. The [azblue.com/prefix](#) page will be refreshed as needed so you will continue to have the latest information for reference. We are working to implement these updates as smoothly as possible.

Please share this information with your teams

We ask that you share this summary and our [provider FAQs](#) with your operations teams and third-party billers who may want to access the prefix webpage for the most current information. If you have questions or suggestions, please reach out to your [provider liaison](#) or call us at 602-864-4231 or 1-800-232-2345, ext. 4231.

BCBSAZ member ID cards are available for download via eligibility and benefits search results.