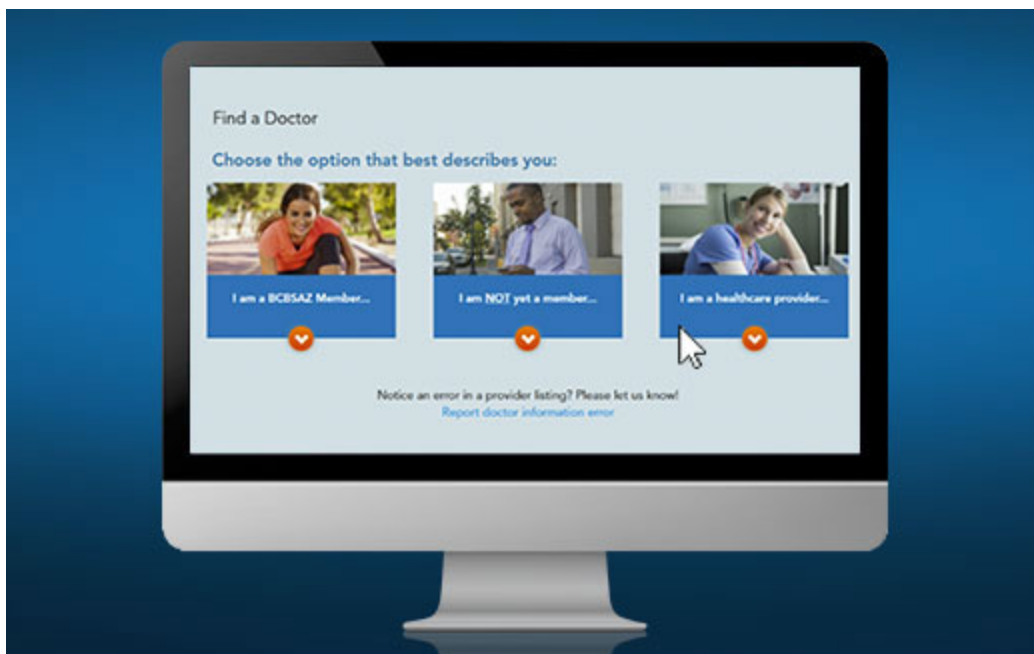


BCBSAZ to implement 90-day provider data verification cycle

pages.azblue.com/Providers-to-verify-demographic-data-every-90-days--NOV-2021.html

[Sign in – Secure Provider Portal](#) 



Effective January 1, 2022, the No Surprises Act requires providers to have business processes to ensure timely provision of provider directory information for health plans and insurers. The law requires providers to submit updated information at certain times, including when there are any material changes, or upon request of the health plan or insurer.

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BCBSAZ covers *all* authorized COVID-19 vaccines and boosters

In January 2022, Blue Cross® Blue Shield® of Arizona (BCBSAZ) will begin reaching out to network providers every 90 days to verify data used for network status, provider directory information, and claim processing. This effort complies with the federal No Surprises Act (NSA) requirements applicable to insurers and providers, to enhance accuracy of provider directories and protect members against out-of-network costs. **If you do not timely respond to these requests, BCBSAZ will remove your information from the directory until we receive your verification.**

Provider requirements for data verification and notification of changes

Participating providers must comply with contractual and regulatory requirements to verify their demographic information every 90 days and to *promptly* inform BCBSAZ of any changes to:

- Tax ID number(s)
- Name
- National provider identifier (NPI)

- Hospital privileges
- Opening and closing patient panels
- Rosters of practitioners associated with tax IDs and group NPIs
- Business email address, physical office address(es), website URL address, phone numbers, and other demographic changes
- EFT bank account information

Process for provider verification

Each quarter, we'll be sending you an email with a link to our web-based data survey. This will allow you to update your information online. The survey will include provider names, specialties, addresses (primary office address, additional office location addresses, business email address, business website URL address), and network status. Failure to respond to these validation requests will result in removal of your information from the provider directory. The information will be reinstated upon your verification.

Timely notification of changes must be sent through the Provider Change Form

BCBSAZ requests at least 60 days' advance notice of changes whenever possible. To ensure timely updating of our provider directory, providers are *required* to inform BCBSAZ of changes no later than 14 days after the effective date.

Starting January 1, you must use the BCBSAZ Provider Change Form to communicate changes for contracted providers. We will no longer accept change notifications verbally or via email. The form is available at azblue.com/forms. In the secure portal, go to "Provider Resources > Forms > Provider Information Change." Forms submitted without required information will be returned.

If we do not receive written notice of a provider's change of billing and/or mailing address, we will continue sending correspondence, including claim payments, to the address or account currently listed in our systems. BCBSAZ is *not* responsible for misdirected communications or payments that occurred because the provider failed to timely notify BCBSAZ of a change.

BCBSAZ will also not be responsible for lost or returned U.S. mail if we do not receive notification of address changes from the provider 60 days prior to the effective date of the change. In addition, we recommend that the provider submit a change of address form through the post office.

Additional office addresses: What's new for January 1

Our enhanced claim system requires a match between the servicing provider's office/facility location, NPI, and tax ID. When making changes to provider information, please indicate the additional offices where the provider is actively practicing, works occasionally, and covers for other providers.

CAQH and NPPES updates are also essential

Professional providers must keep their CAQH credentialing application information current for BCBSAZ recredentialing. All providers must keep their business mailing and practice location address information updated in the NPI Registry, also known as the National Plan & Provider Enumeration System (NPPES), where changes can be made online.

Questions?

If you have questions, please reach out to 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.

