February updates, reminders, and helpful tips for your teams

pages.azblue.com/February-updates-reminders-and-tips---Feb-2023.html

Please share the following summary of updates, tips, and reminders with your teams.

➕ In This Issue

Revisit our current list of
COVID emergency measures

Waivers and prior authorization requirements update

SNF preservice review waiver: Ends February 28
Starting March 1, we will once again require the usual preservice reviews for patient care transitions from acute care to skilled nursing facilities (SNFs).

PCP referral authorization waiver: Effective through March 31
For PCP-HMO plans, we are waiving the PCP referral approval requirement through March 31, 2023. Please continue to make in-network referrals for specialist office visits. Approval for such referrals is not required until April 1.

Updated medical policy for applied behavioral health analysis (ABA): Effective March 31
For prior authorization requests received on or after March 1, 2023, we will begin using the

October 2022 version of the InterQual® clinical criteria for ABA services.

Prior authorization requirements: To be updated March 1
We will be adding some recently released codes to the prior authorization code lists and lookup tool. You can find these resources at azblue.com/precert.

PCP-HMO plan reminders

- The 2023 PCP-HMO plans use the **BCBSAZ standard** prior authorization requirements and are included in our **eviCore** program.
- The 2023 PCP-HMO member ID cards no longer display the assigned PCP, but you can get that information via an eligibility/benefits inquiry.
- You can request prior authorization for PCP-HMO plans using a dedicated request tool in the secure provider portal at "azblue.com/providers > Practice Management > PCP Coordinated Care HMO Plans." The first time you access the tool, it may take a few minutes for the tool to register you as a user.

Secure provider portal tips

- *Checking eligibility and benefits:* Be sure the member ID prefix used in the inquiry is valid for the date of service. Alternatively, you can use the "Name" search option. For more information about prefix replacements, visit the azblue.com/prefix page.
- *Accessing online remits:* To get the best results, limit the date range of your search to one or two weeks. We also recommend searching for payments issued up to 12/31/22 and doing a separate search for those issued after 1/1/23.
- *Claim status:* We are working to ensure all claims show up in online claim status searches. You can also check claim status through the automated IVR phone system at 602-864-4320 or 1-800-232-2345.
- *2023 benefit books:* PDFs will be available soon via eligibility and benefits inquiries for members with prefixes B4H, EWX, EPI, FLH, FQL, IPO, N4Z, NNG, NNJ, P9H, PMA, PMK, S3Z, SYD, XBC, XBM, XBN, XBP, XBS, XAH, XHK, Y4M, and Z9P.

ProviderHelp and UM emails

We appreciate your partnership in making sure our members get the care they need.

- If you need member information that isn't available online or via our automated phone system, don't hesitate to reach out to us at .
- If you need prompt prior authorization for imminent care, contact us 24/7 at .

For more information about the February updates, contact your provider liaison or call us at 602-864-4231 or 1-800-232-2345, ext. 4231.

InterQual is a registered trademark of Change Healthcare LLC and/or one of its subsidiaries.

eviCore healthcare® is a separate, independent company contracted with BCBSAZ to provide utilization management services to BCBSAZ providers and members. eviCore healthcare is a registered service mark of CareCore National, LLC.