

How to access BCBSAZ clinical criteria

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Our evidence-based clinical criteria help ensure that our members receive the care they need. The criteria also serve as a guide in our decision-making about medical necessity of services for various clinical treatment scenarios.

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Blue Cross[®] Blue Shield[®] of Arizona

(BCBSAZ) maintains licensing to use certain commercially prepared medical policy guidelines. This gives us flexibility in applying best-in-class, evidence-based criteria developed by other entities, such as Change Healthcare InterQual[®], eviCore, American Specialty Health (ASH), the National Comprehensive Cancer Network[®] (NCCN[®]), and MCG Health. In the absence of commercially prepared guidelines, we may develop our own evidence-based criteria, based on emerging technology, literature, and credible clinical data.

We want to be sure you know how to access the clinical criteria that applies to the services you provide to our members.

Using the online InterQual Search tool

Most of the criteria we currently use for our fully insured and BCBSAZ-administered self-funded groups are included in our InterQual Search tool. You can view or download them via our secure provider portal at azblue.com/providers. After logging in, go to “Practice Management > Clinical Criteria > BCBSAZ Members-InterQual Search” and follow the prompts to agree to the terms and conditions for using the tool. Enter your key words and then click the blue “FIND SUBSETS” button.

Once you're in the subset, you can select the most appropriate one and click the "SMARTSHEETS" button at the bottom of the screen. After you filter for patient age and indication, you can click the "Download PDF" button at the top of the page to review the criteria.

You can also view the criteria by clicking the "BOOK VIEW" button instead of the "SMARTSHEETS" button. The book view walks you through the criteria in an interactive, step-by-step process of determining how your services would be evaluated for medical necessity under these criteria.

eviCore clinical guidelines

We use eviCore clinical guidelines for the specialty services and medications that are included in our Commercial and Medicare Advantage (MA) programs. You can visit our [resource page](#) on eviCore's website to view and download these clinical guidelines. Even if a member's employer group is not delegated for our eviCore program, the eviCore clinical guidelines may still apply in determining prior authorizations and medical necessity of services for that member.

CLINICAL CRITERIA

BCBSAZ Members-InterQual® Search

BCBSAZ Members-Chiropractic Guidelines

BCBSAZ Members-eviCore Guidelines

BCBSAZ Members-Site-of-Service Criteria

BCBSAZ/TPA Co-administered Plans

BlueCard (Out-of-Area) Members

CHS Group Members

FEP Members

Other clinical criteria sources

Our secure portal at azblue.com/providers links you to other medical policy resources used for certain lines of business. To access ASH chiropractic guidelines and site-of-service criteria for infusion drugs, go to "Practice Management > Clinical Criteria." From there you can also link to TPA contact information for members with plans administered or co-administered by third parties. For members with out-of-area BlueCard® plans, you can use the router tool to access the member's BCBS Plan website. For members with Federal Employee Program® (FEP®) plans, visit the fepblue.org/medical/policies page. You can find our commercial BCBSAZ pharmacy coverage guidelines at azblue.com/pharmacy.

Medicare Advantage guidelines

Except for the eviCore guidelines used for certain specialty services (high-tech radiology, oncology, radiation therapy, lab management, spine/joint surgery, and interventional pain management), the criteria for MA members are based primarily on the [CMS National Coverage Determinations \(NCD\)](#) and the [Local Coverage Determinations \(LCD\)](#). For concurrent inpatient review (acute and post-acute settings), and in other instances not addressed by eviCore, NCD, and LCD, we use [MCG care guidelines](#). You can call us at 602-864-4614 to access the MCG criteria.

We follow the same hierarchy of sources for Part B drug guidelines. When there is no applicable guideline from those sources, we reference Micromedex® to see if the drug is FDA-approved for the patient's indication. For Part D drugs, we use the MedImpact® guidelines.

Questions?

See our [InterQual Search Tool Provider User Guide](#) for more information about how to use the tool. If you have questions about accessing clinical criteria, please reach out to your [provider liaison](#). If you can't find the clinical criteria you need, call us at 602-864-4614.

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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.

ASH is a separate, independent company contracted with BCBSAZ to provide the chiropractic network, covered chiropractic services, and related claim processing and appeal/grievance resolution.

The MCG care guidelines are the proprietary and copyright-protected information of MCG Health, LLC, part of the Hearst Health network.

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