

## Prior Authorization Requests – Quick Guide

Request Options for Most BCBSAZ Plans (see “Exceptions” below)	
<p><b>BCBSAZ prior authorization requests</b> (Unscheduled admissions require notification within 48 hours)</p>	<p><b>Online requests/status – Arizona standard forms</b> Use the online request tool at <a href="http://azblue.com/providers">azblue.com/providers</a> &gt; Practice Management &gt; Prior Authorization &gt; BCBSAZ Plans-Request AZ Standard Online.”</p> <p><b>Fax requests – Arizona standard forms</b> Use the fillable PDF fax forms available at Practice Management &gt; Prior Authorization &gt; BCBSAZ Plans-Request AZ Standard Fax.</p> <p><b>Phone requests (including after-hours assistance for urgent issues)</b> Call the numbers listed below. Extended hours include weekday evenings (4:30 – 8 p.m.) and weekends and holidays (8 a.m. – 4:30 p.m.). Follow the prompts to leave a message for the nurse on call to request immediate services or discharge planning.</p> <p>Most BCBSAZ plans: <b>602-864-4320 or 1-800-232-2345</b></p> <p>State of Arizona employer group plans (prefixes SYD and S3Z): <b>1-866-287-1980</b></p> <p><i>Note: Some large groups have customized extended hours (check the member ID card for specific prior authorization and contact information)</i></p>
<p><b>eviCore prior authorization requests</b> (most BCBSAZ commercial plans and all BCBSAZ-administered Medicare Advantage plans)</p>	<p><b>Online requests/status – eviCore</b> Access the tool directly at <a href="http://evicore.com/provider">evicore.com/provider</a> or via the azblue.com secure portal at “Practice Management &gt; Prior Authorization &gt; BCBSAZ Plans-Request eviCore.”</p> <p><i>Note: Although the eviCore tool is different from the AZ standard forms, <b>BCBSAZ will accept prior auth requests submitted through eviCore’s online tool as valid.</b></i></p> <p><b>Provider resources</b> Find code lists, clinical guidelines, and more at <a href="http://evicore.com/healthplan/azblue">evicore.com/healthplan/azblue</a>.</p>
Exceptions:	
<p><b>1. PCP Coordinated Care HMO (PCP-HMO) plans</b> (prefixes FLH, FQL, NNG, NNJ, PMK, XAH, and XHK) For the quickest turn-around times, use the PCP-HMO online request tool in the azblue.com secure provider portal at “Practice Management &gt; PCP Coordinated Care HMO Plans &gt; Prior Auth Requests (Non-Standard Online Option).” <i>Note: Although this tool is different from the Arizona standard request forms, <b>BCBSAZ will accept PCP-HMO requests made through this tool as valid.</b></i> For phone requests, call <b>1-844-807-5106</b>.</p>	
<p><b>2. BlueCard® (out-of-area) plans</b> (members from other BCBS Plans) Use the online router tool on the azblue.com secure provider portal at “Practice Management &gt; Prior Authorization &gt; BlueCard (Out-of-Area) Members” or call the prior authorization phone number on the back of the member’s ID card.</p>	
<p><b>3. CHS group plans</b> (large, self-funded employer groups that use a third-party administrator) Access the group’s TPA information online via the azblue.com secure provider portal at “Practice Management &gt; Eligibility &amp; Benefits &gt; CHS Group Information” or call the prior authorization phone number on back of the member’s ID card.</p>	
<p><b>4. BCBSAZ-TPA co-administered plans</b> Use the prior authorization phone number on the back of the member’s ID card.</p>	
<p><b>5. FEP plans</b> (prefix R) Call <b>602-864-4102</b> or <b>1-800-345-7562</b> (includes evenings, weekends, and holidays for urgent issues)</p>	
<p><b>6. Medicare Advantage (MA) plans</b> (Unscheduled admissions require notification within 24 hours) Please use the BCBSAZ MA prior authorization fax form or the eviCore online request tool, available on the secure MA provider portal at <a href="http://azbluemedicare.com/login">azbluemedicare.com/login</a> &gt; Prior Authorizations.” For urgent issues after hours, call <b>1-888-905-1172</b>.</p>	

eviCore is a separate, independent company, contracted with BCBSAZ to provide prior authorization services to BCBSAZ providers and members.