

Medical Policy Access – Quick Guide

TYPE OF PLAN	HOW TO ACCESS MEDICAL POLICIES
AZ Blue Commercial Plans	<p>Access the following resources in the AZ Blue provider portal at “Practice Management > Medical Policies”</p> <ul style="list-style-type: none"> • EviCore guidelines • AZ Blue proprietary policies (including Site-of-Service Requirements) • MCG care guidelines • ASH chiropractic guidelines • Pharmacy coverage guidelines (for drugs covered under pharmacy benefits) <p>If you can't find policies by accessing the above resources, call 602-864-4614</p>
ACA StandardHealth with Health Choice Plan (member ID prefix IAZ)	Visit azblue.com/health-choice-az/providers/clinical-guidelines or call 1-800-322-8670
Federal Employee Program® (FEP®) Plans	fepblue.org/legal/policies-guidelines
BlueCard® (Out-of-Area) Plans	Use the BlueCard medical policy router tool in the AZ Blue provider portal at “Practice Management > Medical Policies” to access medical policy resources for the member's home plan
Corporate Health Services (CHS) Group Plans (administered by TPAs)	Check the back of the member ID card for utilization management information
AZ Blue-TPA Co-Administered Plans	<p>Prefixes K8Y and K8Z (Amkor Technology, Inc.; Group # 039176): Contact AmeriBen at 1-800-388-3193</p> <p>Prefix MKQ (Microchip Technologies; Group #045928) Contact AmeriBen at 1-866-879-6128</p> <p>Prefix NBT (NAEBT; Group # 037461): Contact American Health Group at 1-800-847-7605</p> <p>Prefix PTP (Pioneer Title Holding Company, Inc.; Group # 044410): Contact AmeriBen at 1-800-388-3193</p>
Medicare Advantage Plans administered by AZ Blue	<ul style="list-style-type: none"> • CMS National Coverage Determinations (NCD) • Local Coverage Determinations (LCD) • EviCore guidelines • MCG care guidelines – Call AZ Blue at 1-800-446-8331 • AZ Blue proprietary policies (for MA Ambulance and Part B Step Therapy only) • Part D resources • ASH musculoskeletal guidelines
Medicare Advantage Plans administered by Optum Health Network Arizona or Arizona Priority Care (as indicated on the back of the ID card)	<p>For Optum Health Network Arizona (OHNAZ): optumproportal.com/home</p> <p>For Arizona Priority Care (AZPC): azconnect.azprioritycare.com/production</p>