

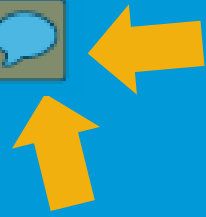


Pharmacist Credentialing and Contracting

Provider E-learning
09-2023



DO
LIFE.



Welcome to AZ Blue e-learning!

As you go through the slides, you can read the narrative in the upper left corner of each slide

The logo for "DO LIFE." featuring a smiley face inside the letter 'O' of "DO".

DO
LIFE.

Agenda



Topics

- AZ Blue networks and lines of business
- AZ Blue credentialing and contracting overview
- How it works
- Questions





AZ Blue Networks and Lines of Business



Provider networks and associated plans



AZ BLUE NETWORKS	LINES OF BUSINESS / TYPES OF PRODUCTS
Statewide/National PPO/EPO Network	AZ Blue PPO and EPO plans
	BlueCard® PPO and EPO plans with national access
	Corporate Health Services (CHS) group plans (network rental)
	Federal Employee Program® (FEP®) plans
	Prosano PPO plans
Statewide Indemnity Network	AZ Blue indemnity plans
	BlueCard plans using the “Traditional” network
Statewide HMO Network	AZ Blue HMO plans
Workers’ Compensation Network	Workers’ compensation policies (from other carriers)

Exclusive networks and associated plans



AZ BLUE EXCLUSIVE NETWORKS	LINES OF BUSINESS / TYPES OF PRODUCTS
Alliance PPO/EPO Network	Group PPO, EPO, BlueHPN EPO, and Prosano PPO plans
Alliance HMO Network	Group HMO plans
Blue High Performance NetworkSM (BlueHPNSM)	EPO Plans for groups with national accounts
MaricopaFocus Network	Individual/Family HMO plans
Neighborhood Network	Individual/Family HMO plans
PimaConnect Network	Group PPO and HMO plans
PimaFocus Network	Individual/Family HMO plans

Medicare networks and associated plans



AZ BLUE MEDICARE NETWORKS	TYPES OF PRODUCTS
Medicare Advantage:	
BlueJourney PPO Network	Medicare Advantage PPO plans
Blue Advantage Network	Medicare Advantage HMO plans
Medicare Supplement:	
Senior Preferred Medicare Supplement Network	Medicare supplement plans

Note: CMS currently does not allow Pharmacists to bill for Medicare services.



AZ Blue Credentialing and Contracting



Selection criteria

AZ Blue network participation is based on:

- Quality of care
- Quality of service
- Alignment with AZ Blue business needs



AZ Blue does not discriminate against any provider seeking qualification as a participating provider.



An Independent Licensee of the Blue Cross Blue Shield Association

Provider participation agreements



Our contracts include information on the following topics (not a complete list):

- Parties covered by the agreement
- Types of services to be provided
- Contract terms and conditions for participation
- Payer and provider obligations and responsibilities
- Confidentiality
- Mental health parity
- Networks
- Reimbursement provisions

Services



Contracted pharmacists may offer covered services (within the scope of the pharmacy license) in a provider group setting, including:

- Medication therapy management
- Chronic disease management, e.g., diabetes care, hypertension, cardiovascular disease, etc.
- Preventive services
- Point-of-care testing
- Patient education



How it works



Credentialing



Our credentialing process includes a comprehensive review of required information before a provider can be contracted to participate in the AZ Blue networks.

URAC Credentialing Standards

Includes national quality guidelines for verifying provider education, training, liability record, and practice history

1. Contract request



Visit our Network Participation page at azblue.com/provider/contract-with-blue

Complete the online contract request form for medical professionals at <https://credentialing.azblue.com/>

To complete the form, you'll need a CAQH provider ID, your NPI number, AZ state license number (and date you were first licensed to practice in AZ), and your DEA registration number.

When we receive your request, we'll check to be sure:

- All required fields are complete
- All required information is attached
- AZ Blue has been authorized to access your CAQH information

Note: We will return your request if it's incomplete and you would have to update it and resubmit.

2. CAQH profile completion/update



Complete or update your CAQH profile at <https://proview.caqh.org/Login/Index>

Be sure your profile includes all required information and documentation. Without it, we can't proceed to credentialing.

We'll review your profile for completeness, including:

- Certificate of insurance (with limits of at least 1M/3M)
- Work history for the last 5 years (explain gaps of 12 months or more)
- Detailed explanation for any adverse activity

Note: If your profile is incomplete, we'll contact you and if there is no response, we will consider your application withdrawn.

3. Contract review and credentialing



We'll send you a contract to review and sign (unless you're being added to a group contract) and then begin the credentialing process, including:

- Checking the primary source verifications (if we reach out to request further information, you must respond within 7 days)
- Credentials Committee review and make a determination based on all submitted credentialing data

We'll notify you of your assigned effective date *after*:

- Successful completion of the credentialing process
- Receipt of your signed contract (if applicable), or if you're practicing with a group, we'll ensure you've been added to the group contract.

Note: You will not be considered in-network until your assigned effective date.



Network Participation



Support for doing business with AZ Blue



You (or your group) will have an assigned Provider Relations contact to support your network participation.

We also offer many online resources and an automated IVR phone line to assist you with:

- Eligibility and benefits inquiries
- Prior authorization and clinical guidelines
- Claim submission
- Claim status inquiries
- Claim remittance
- Appeals and grievances
- Provider data updates
- Other helpful resources and reference materials (e.g., Provider Operating Guide)



Your questions



Questions

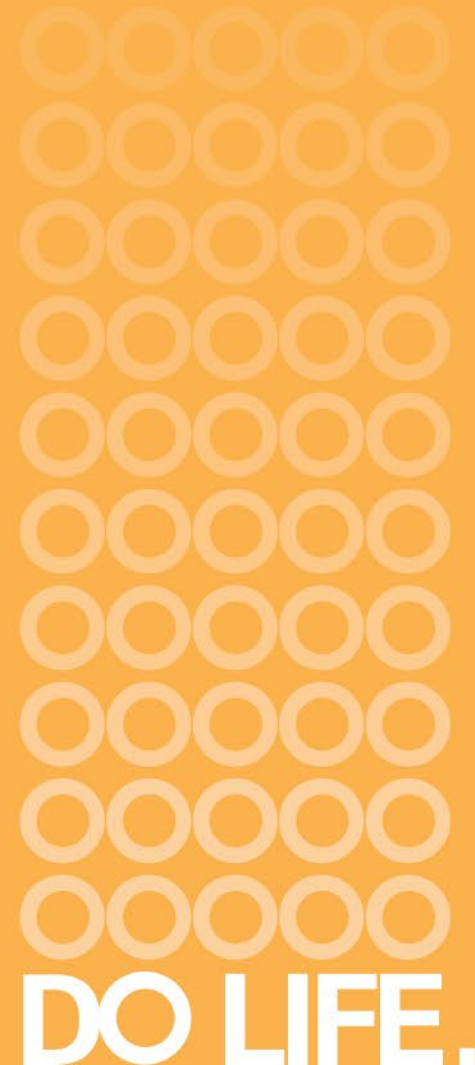


Thank you!



We look forward to your partnership in caring for our members!

azblue.com/provider/contract-with-blue





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