

Availity Essentials: Which plans are supported?

We partner with Availity to make it easier for providers to self-service. The Availity Essentials™ portal can streamline your workflows and make patient care easier. If you're not registered yet, visit availity.com/azblue to get started.

Plans fully supported through Essentials

Most benefit plans are supported through Essentials, including:

Employer group plans (with various AZ Blue prefixes).

Federal Employee Program® (FEP®) plans (prefix R) – Except for member ID cards and benefit books ([see FEP Plan Brochures](#)).

BlueCard out-of-area plans (with various prefixes from other Blue Plans) – Does not include member ID cards and benefit books. For claim status, you must use the “HIPAA Standard” search tab.

Medicare Advantage PPO plans (prefix M3P).

Medicare Advantage HMO plans administered by AZ Blue (prefix M2K) – Plans administered by [Arizona Priority Care \(AZPC\)](#) and [OptumCare Arizona](#) are only supported only through Essentials eligibility and benefits inquiries. For other functions, use the other administrators' websites.

Medicare Supplement plans (prefix XBS).

Individual/family plans (with prefixes EPI, FLH, FQL, IPO, NNG, and NNJ) – One exception is the “ACA Standard Health with Health Choice” plan (prefix IAZ), which is administered by our ACA Health Choice team at standardhealthhc.com.

Plans partially supported through Essentials

Certain plans are only partially supported through Essentials:

1. BlueDental stand-alone plans and Medicare Advantage dental benefits (prefix 99D).

- Although our BlueDental team administers our BlueDental plans and Medicare Advantage dental benefits at azblue.com/bluedentalprovider, claims must be submitted to AZ Blue, which can be done via Essentials.
 - For claims that require attachments, AZ Blue currently accepts attachments electronically only when submitted via [DentalXchange](#), [Vyne Dental](#), or [Change Healthcare](#).
 - If these services can't be used, mail a paper claim *with documentation to AZ Blue BlueDental Claims at*: P.O. Box 211424; Eagan, MN 55121, or fax the claim to 1-833-517-1939.
- For all other provider support (eligibility and benefits, claim status, and remits), visit the BlueDental provider portal at azblue.com/bluedentalprovider.

2. 2024 Medicare Advantage HMO plans (prefix M2K) administered by our third-party administrator (TPA) partners (as indicated on the back of the member ID card). Eligibility and benefits inquiries for these members are supported on Essentials. For all other provider support (prior authorization, admission notification, claims, and remits), visit the appropriate administrator's provider portal:

- AZPC: azconnect.azprioritycare.com/production
- OptumCare Arizona: providers.optumcaremw.com

MA NETWORK AND ASSOCIATED BENEFIT PLANS	PREFIX	SERVICE AREA	PLAN ADMINISTRATOR
Blue Advantage Network (for Blue Best Life HMO plans)			<i>Check the back of the ID card for applicable claim filing, prior authorization, and inpatient admission contact info for the member's plan. May be:</i> AZ Blue (EDI: 53589) OptumCare Arizona (EDI: LIFE1) Arizona Priority Care (EDI: 27154)
Blue Best Life Classic (HMO plan) H0302-006 and H0302-008	M2K	Maricopa, Pinal, and Pima counties	
Blue Best Life Plus (HMO plan) H0302-001		Maricopa and Pinal counties	

3. 2023 Medicare Advantage HMO plans (prefixes M4K, M3V, and M2K) administered by our TPA partners (as indicated by the specific plan ID number on the member ID card). Eligibility and benefits inquiries for these members are supported on Essentials (plans are inactive for 2024). For all other provider support, visit the appropriate administrator's provider portal:

- AZPC: azconnect.azprioritycare.com/production
- P3 Health Partners: <https://p3hp.org/partners/provider-resources/>

BENEFIT PLAN NAME, TYPE, and PLAN ID #	PREFIX	SERVICE AREA	PLAN ADMINISTRATOR
Blue Medicare Advantage Classic (HMO) – H0302-006	M2K	Maricopa and Pinal counties	AZ Blue EDI: 53589 P.O. Box 29234 Phoenix, AZ 85038-9234
Blue Medicare Advantage Plus (HMO) – H0302-001			
BluePathway Plan 2 (HMO) – H6936-003	M2V	Maricopa County	
BlueJourney (PPO) – H5140-001 and H5140-002	M3P	Maricopa and Pima counties (access to providers statewide)	
BluePathway Plan 1 (HMO) – H6936-006	M4K	Maricopa County	Arizona Priority Care (AZPC) EDI: 27154 585 N. Juniper Dr., Ste 200 Chandler, AZ 85226
Blue Medicare Advantage Classic (HMO) – H0302-008	M2K	Pima County	P3 Health Partners EDI: 58375 P.O. Box 211095 Eagan, MN 55121
Blue Medicare Advantage Standard (HMO) – H0302-009		Santa Cruz County	
BluePathway Plan 2 (HMO) – H6936-005	M3V	Pima County	

4. Corporate Health Services (CHS) group plans with network rental arrangements (**no prefix**), administered by various TPAs.

- Although a CHS group's TPA handles most functions, claims must be submitted to AZ Blue for pricing, which can be done via Essentials.
- After we price the claims, we forward them to the appropriate TPA for adjudication, reimbursement, reconsiderations, etc. The only claim status we can offer is claim forwarding (currently available only through the AZ Blue provider portal).
- The group's TPA also offers provider support for eligibility, benefits, prior authorization, inpatient admission notification, and medical policies. See contact information on the back of the member ID card for the TPA's contact information.

ADMINISTRATIVE FUNCTION	GROUP'S TPA	AZ BLUE	NOTES
<i>AZ Blue Statewide PPO network access</i>		✓	Network-rental arrangement
Benefit plan design	✓		
TPA website (provider portal)	✓		Use for eligibility, benefits, claims, remits
Member ID cards (includes AZ Blue-assigned group #)	✓		Includes TPA contact information
Member eligibility and benefits	✓		Use TPA website or phone number
Medical policies	✓		Contact the TPA or designated utilization management administrator
Utilization management	✓		Check back of ID card
Prior authorization requirements and requests	✓		Check back of ID card
<i>Claim submission (for pricing only)</i>		✓	AZ Blue EDI: 53589
<i>Claim adjustments (for pricing only)</i>		✓	<i>Include AZ Blue-assigned group number on all claims and adjustments</i>
Claim adjudication according to the plan benefits	✓		
Coordination of benefits, including Indian Health Services	✓		
Records requests	✓		Send requested records directly to TPA
Claim status	✓		Use TPA website or phone number
Claim payment and remittance advice	✓		Set up the TPA as the payer
Appeals/grievances	✓		Use TPA website or phone number
Customer service	✓		Use TPA website or phone number

5. AZ Blue and TPA co-administered plans (prefixes K8Y, K8Z, NBT, and PTP) – These plans are supported via Availity for everything except member ID cards, benefit books, and prior authorization:

Employer Group	Prefix	Third-Party Administrator
Amkor Technology, Inc. Group # 039176	K8Y K8Z	Utilization Management: AmeriBen 1-800-388-3193 PBM: Navitus 1-866-333-2757
Northwest Arizona Employee Benefit Trust (NAEBT) Group # 037461	NBT	Utilization Management: American Health Group (AHG) 1-800-847-7605 PBM: Navitus 1-866-333-2757
Pioneer Title Holding Company, Inc. Group # 044410	PTP	Utilization Management: AmeriBen 1-800-388-3193 PBM: Magellan 1-800-424-0472 (magellanrx.com)

Questions? Availity can help

If you have questions, please visit availity.com/azblue or call Availity Client Services at 1-800-282-4548.

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Arizona Priority Care is a separate, independent company contracted with AZ Blue to provide utilization management and claim/payment processing services for providers and attributed members in Maricopa and Pinal counties with AZ Blue Medicare Advantage HMO plans.

P3 Health Partners and Arizona Priority Care are separate, independent companies contracted with AZ Blue to provide healthcare services to AZ Blue members and providers.

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