



AZ Blue Quick Transfer Program

Our AZ Blue Quick Transfer Program streamlines patient transfers from acute care hospitals to Arizona skilled nursing facilities (SNFs) that are in-network for the member’s plan. We developed the program with the help of our network hospitals and SNFs, and the Arizona Hospital and Healthcare Association. All AZ Blue network hospitals are included in the program.

Note: This program **does not apply** to extended acute rehab facilities or long-term acute care hospitals.

Lines of business

Our quick transfer program applies to most AZ Blue commercial benefit plans and the Medicare Advantage plans we administer. It **does not apply** to members with these types of plans:

- Federal Employee Program® (FEP®) plans
- ACA StandardHealth with Health Choice plans (prefix IAZ)
- Group plans administered by third-party administrators (i.e., network rental only “CHS” groups) or third-party UM administrators
- Medicare Advantage plans administered by Optum Health Network Arizona (OHNAZ) and Arizona Priority Care (AZPC)

Quick SNF transfers: How it works

1. **Be sure the patient’s condition qualifies for a SNF stay.** You can access the MCG care guidelines on the AZ Blue provider portal at “Practice Management > Medical Policies > AZ Blue Plans-MCG Care Guidelines.”
2. **See if the patient’s plan is eligible for a quick transfer** (see the lines of business above).
3. **Check the SNF’s network status.** The SNF must be in-network for the member’s benefit plan.
4. **Call or fax us 24/7 (including weekends/holidays) to request.** We will issue an authorization number as soon as possible (after checking the patient’s eligibility). The authorization approves the SNF admission and a stay of up to five days. The hospital or the SNF may request the authorization.

Commercial plans	Medicare Advantage plans
Phone: 602-864-4320	Phone: 1-800-446-8331
Fax: 602-864-4274	Fax: 602-544-5652

5. **Prepare for concurrent and ongoing reviews.** If we have EMR access to the SNF records, we will review them by day three of the stay. If not, you must fax us the records by day three (include PT/OT evaluations from your facility).

Continued stays: The patient must meet medical necessity criteria to be eligible for a continued SNF stay that extends beyond the automatically authorized initial five days.

- If medical necessity criteria are not met, we may deny the continued stay.
- When we approve a continued stay, we will collaborate with the patient’s care managers to conduct ongoing reviews

Questions? If you have questions about this program, please reach out to us at utilmgmt@azblue.com.

Blue Cross, Blue Shield, the Cross and Shield Symbols, Federal Employee Program, and FEP are registered service marks of the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

Optum Health Network Arizona (OHNAZ) and Arizona Priority Care (AZPC) are separate, independent companies contracted with AZ Blue to provide utilization management and claim/payment processing services for providers and attributed Medicare Advantage members.