

Precertification Requests – Quick Guide

1. BCBSAZ members (see exceptions below for certain plans and services)	
Weekdays 8:00 a.m. – 4:30 p.m.	(602) 864-4320 or 1 (800) 232-2345
Extended hours Friday evenings: 4:30 – 8:00 p.m. Weekends and holidays: 8:00 a.m. – 4:30 p.m. <i>Some large groups have customized extended hours (check the member ID card for specific precertification info)</i>	(602) 864-4320 Follow the prompts to leave a message for the nurse on call to request immediate services for BCBSAZ members or immediate discharge planning for Federal Employee Program® (FEP®) members
eviCore processes precertification for most BCBSAZ members for certain non-inpatient services: <ul style="list-style-type: none"> • Cardiology & radiology: High-tech imaging, such as CTI, CTA, MRI, MRA, PET, NCM, MPI • Lab management for genetic testing • Medical oncology/hematology services • Radiation therapy • Specialty drugs covered under medical benefits 	Online Requests/Status Access the tool at azblue.com/providers > Practice Management > Precertification > BCBSAZ Members-Requests: eviCore. Provider Resources (includes CPT codes, clinical guidelines, etc.) evicore.com/healthplan/azblue
Exceptions:	
State of Arizona (ADOA) Employer Group Plans (prefix SYD)	1 (866) 287-1980 (includes evenings, weekends, and holidays for urgent issues)
PCP Coordinated Care HMO Plans (prefixes FQL, NNG, NNJ, PMK, XAH, XHK)	Online Requests/Status Access the tool at azblue.com/providers > Practice Management > Precertification > Requests: PCP Coordinated Care HMO Fax Requests Access the form at azblue.com/providers > Practice Management > PCP Coordinated Care HMO Plans > Fax-Referrals/Precerts Requests Phone Requests 1 (844) 807-5106 (includes evenings, weekends and holidays for urgent issues)
2. FEP members	
(602) 864-4102 or 1 (800) 345-7562 (includes evenings, weekends and holidays for urgent issues)	
3. BlueCard® (out-of-area) members from other Blue plans	
Use the precertification phone number on the back of the member's ID card or the online tool at azblue.com/BlueCardPrecert to access information from the member's plan	
4. CHS group members (CHS groups are large, self-funded employer groups that use a TPA)	
Use the precertification phone number on back of the member's ID card or access the group's TPA information online at azblue.com/providers > Practice Management > Eligibility & Benefits > CHS Group Information	