



An Independent Licensee of the Blue Cross Blue Shield Association

Blue Cross® Blue Shield® of Arizona (BCBSAZ) Contracting/Credentialing Overview

CONTRACT REQUEST
<p>1. The first step is to complete and submit a contract request form (azblue.com/ContractForms).</p> <ul style="list-style-type: none"> Professional medical and dental providers must also complete/update a CAQH provider profile at ProView.CAQH.org and authorize BCBSAZ to access the credentialing application. As part of the screening process, certain types of facilities will be sent an additional questionnaire to complete.
<p>2. We screen your contract request for completeness and eligibility. If any information is missing on the request form or if we are unable to access the CAQH credentialing application, the contract request is considered incomplete. We will send a notice to the provider, and the process will start over when we receive all required information.</p>
<p>3. We screen the provider’s CAQH credentialing application for completeness. If any information is missing, we will send a notice. If we do not receive a response within 30 days, we will consider the contract request withdrawn.</p>
CREDENTIALING REVIEW
<p>4. Our Credentialing Department verifies all credentials and ensures other requirements are met.</p> <ul style="list-style-type: none"> If there are questions or any additional information is required, credentialing staff will contact you. The response is due within seven calendar days. If we do not receive a response to a request for information, we’ll move the credentialing file forward “as is,” and the lack of needed information could result in an adverse decision.
<p>5. If a provider is eligible for an individual contract, we’ll send a contract for review. The contract is not a guarantee of participation and is dependent upon successful completion of the credentialing process. If the signed contract is not returned within 14 days of receipt, there could be a delay in the provider’s participation effective date.</p>
<p>6. The BCBSAZ Credentials Committee reviews and makes a determination based on all submitted credentialing data. Written notice of the outcome is sent to the provider.</p>
PARTICIPATION AGREEMENT
<p>7. Upon credentialing approval and receipt of the signed contract, the provider will be assigned the next available effective date.</p>
<p>8. Unless the provider is working under a group agreement, we will sign the agreement and email a fully executed copy to the email address on file. Shortly after that, we’ll email a welcome packet with an introductory letter, brochure, and checklist to get started. The letter will include contact information for the assigned provider relations coordinator.</p>

Note: You have the right to review information submitted to us by you or from other sources in support of your credentialing application. You may also correct erroneous information.

If you have any questions regarding the status of your credentialing application, please contact the Credentialing Department at 602-864-4231 or 1-800-232-2345, ext 4231 or send an email to Cred@azblue.com.