

Member account and prefix updates: Provider FAQs

What has changed?

Blue Cross® Blue Shield® of Arizona (BCBSAZ) has updated certain member accounts. In some cases, the update includes a member ID prefix replacement for certain members. Here is a brief overview:

- *On January 1, 2023*, many BCBSAZ individual/family and certain group accounts were updated. Some of the updates included a replacement for the member ID prefix. When doing eligibility inquiries or submitting claims for these members, you must use the prefix in effect on the date of service.
- *On August 6, 2022, October 29, 2022, and November 11, 2022*, our Federal Employee Program® (FEP®) accounts with member ID prefix “R” were updated. Account updates can affect online remit searches that span a date range. If you find remits are missing from your search results, adjusting the date range can help.

What is a member ID prefix?

Most Blue Cross Blue Shield (BCBS) member IDs begin with a three-character prefix. The prefix routes eligibility/benefits inquiries and claims to the appropriate BCBS Plan or system for timely processing. The prefix may also route claim status inquiries and remit searches.

Why does BCBSAZ update member accounts and prefixes?

We sometimes need to update member accounts in the process of improving our customer experience. Prefix replacements may become necessary for the purpose of accurate and timely data and claim routing or processing. It can also happen if a member selects a different type of benefit plan.

ACCOUNT UPDATES WITH PREFIX REPLACEMENTS

For the 2023 prefix replacements, were the numbers and letters that follow the prefix also updated?

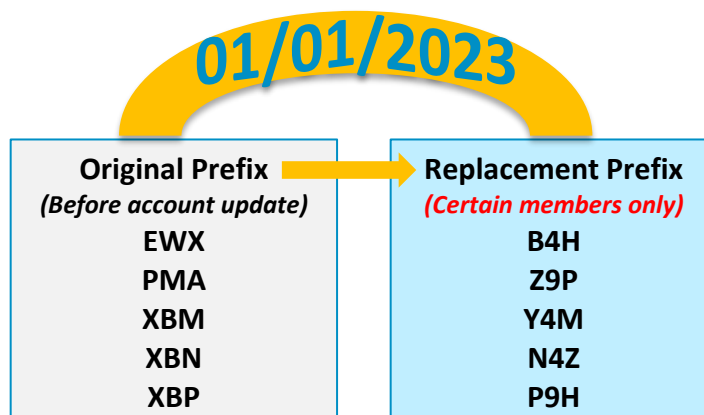
No. Only the prefix was replaced. The numbers that follow the prefix are the same.

Were all member prefixes be replaced?

No. On January 1, 2023, only five prefixes were assigned a replacement prefix for certain members. However, it’s possible that some members selected a different type of benefit plan, resulting in a prefix change.

Which prefixes were replaced?

The five prefixes that were replaced *for certain members* on January 1, 2023, are:



How will I know if a member's prefix has been replaced?

Please check the member ID card for the current prefix and update your records for existing patients if necessary. You can download ID cards via electronic eligibility and benefits (270/271) searches. Members can also send you a current digital ID card using the MyBlue mobile app.

Where can I find a list of the prefixes that were replaced?

For the latest prefix information, we have launched a new [prefix webpage](#) where you can see a table showing the prefix replacements. You can also download the most current version of the 2023 prefix list.

ORIGINAL PREFIX		REPLACEMENT PREFIX <i>(for certain members only)</i>	
Before 01/01/2023	EWX →	B4H	After 12/31/2022
Before 01/01/2023	PMA →	Z9P	After 12/31/2022
Before 01/01/2023	XBM →	Y4M	After 12/31/2022
Before 01/01/2023	XBN →	N4Z	After 12/31/2022
Before 01/01/2023	XBP →	P9H	After 12/31/2022
Before 01/01/2021	SYD →	S3Z	After 12/31/2020
Before 01/01/2020	XBU →	M2K M2V M3V M3P	After 12/31/2019 <i>Note: The XBU prefix is no longer in use</i>

How do these account/prefix updates affect eligibility and benefits inquiries?

The date of service on your eligibility/benefits inquiry must match the member ID prefix that was valid for that date. If you search using a prefix that isn't valid for the service date, you will receive a "MEMBER NOT FOUND" message that may not be accurate for that member. If this is the case, do not deny services. Run another inquiry using the other prefix. Alternatively, you can use the NAME search option to bypass the need to enter a prefix. If you are unable to confirm eligibility, please email us at ProviderHelp@azblue.com and we can validate the member's eligibility status.

How do these account/prefix updates affect claim submissions?

The date of service on the claim must match the member ID prefix that was valid for that date. Be sure to submit claims with the prefix in effect on the date of service. If you submit a claim using a prefix that isn't valid for the service date, you will receive a message advising you of the prefix replacement and where to find the prefix reference list:

"This member's ID prefix was replaced. Please check the prefix list at azblue.com/prefix and resubmit with the prefix that is valid for this service date."

What if the date of service is before the prefix was replaced?

If the date of service is before the prefix was replaced, use the member's previous prefix when submitting the claim. If the date of service is on or after January 1, 2023, use the replacement prefix.

Do these account updates affect claim status inquiries?

No. Claim status inquiries are not affected.

How do these account updates affect remit searches?

All account updates (with and without prefix replacements) may affect online remit searches that span a date range. If you find remits are missing from your search, try searching for payments issued up to the date of the account update (e.g., 01/01/2023) and do another search for dates on or after that date.

Note: For FEP members (prefix “R”), use the following dates to start or end your remit searches:

- August 6, 2022 (dental claims)
- October 29, 2022 (professional claims)
- November 19, 2022 (institutional claims)

ACCOUNT UPDATES WITHOUT PREFIX REPLACEMENTS

Are account updates done without a prefix replacement?

Yes. For example, our FEP member accounts (prefix “R”) are currently being updated without a prefix replacement. On January 1, 2023, other BCBSAZ member accounts will be updated without a prefix replacement.

Do these account updates (without a prefix replacement) affect eligibility/benefits inquiries?

No. Eligibility/benefits inquiries are not affected.

Do these account updates (without a prefix replacement) affect claim submissions?

No. Claim submission is not affected.

Do these account updates affect claim status inquiries?

No. Claim status inquiries are not affected.

How do these account updates affect remit searches?

All of the account updates (with and without prefix replacements) may affect online remit searches that span a date range. If you find remits are missing from your search, try searching for payments issued up to the date of the account update (e.g., 01/01/2023) and do another search for dates on or after that date.

Note: For FEP members (prefix “R”), use the following dates to start or end your remit searches:

- August 6, 2022 (dental claims)
- October 29, 2022 (professional claims)
- November 19, 2022 (institutional claims)

MORE INFORMATION

What about prior authorization requests? Will I need to do anything different?

No. The member account and prefix updates does not affect the prior authorization request process.

Will BCBSAZ continue to update member accounts after 01/01/2023?

Yes. The process of updating member accounts will continue beyond January 01, 2023. We will keep the prefix page refreshed so you will continue to have the latest information for reference.

Will my billing team/company need to know about this?

Yes. We ask that you share this information with your operations teams and third-party billers who may need to adjust business processes. Please also let them know about the new prefix webpage.

What if I have a question about a particular member’s ID prefix?

If you have specific questions, please reach out to your [provider liaison](#) for assistance.