

Help BlueHPN members avoid out-of-network costs

pages.azblue.com/BlueHPN--Alliance-network-in-Arizona---APR-2022.html



To be covered for non-emergency services, Blue Cross® Blue Shield® of Arizona (BCBSAZ) members with EPO benefit plans using the Blue High Performance NetworkSM (BlueHPNSM) must receive care from in-network providers. The BlueHPN is limited to certain metropolitan areas across the country, and the associated benefit plans are only available to large employer groups with national accounts.

[Sign in – Secure Provider Portal](#) 

In the Phoenix metropolitan area, *only providers in the **Alliance exclusive network*** are considered in-network for the BlueHPN. As a general rule:

- If you are in the Alliance network, you are contractually obligated to refer BlueHPN members to other providers within the Alliance network. If you need to refer a member out of network because no in-network provider is readily available, you must request prior authorization.
- If you are not in the Alliance network, you must request prior authorization for out-of-network services for BlueHPN members.

Take note of these unusual coverage rules for urgent care

All benefit plans using the BlueHPN are EPO plans. This means that members seeking care within a BlueHPN service area have benefits only when they access care from BlueHPN-contracted providers. As with all benefit plans, members may receive emergency care from any provider.

Please ensure that your staff is aware of these unique urgent-care guidelines that vary according to network status and practice location:

- Within the BlueHPN service area, members are only covered for urgent-care services from BlueHPN (Alliance network) providers.

- Outside of the BlueHPN service area, members are covered for urgent-care services from all BCBS-contracted providers.

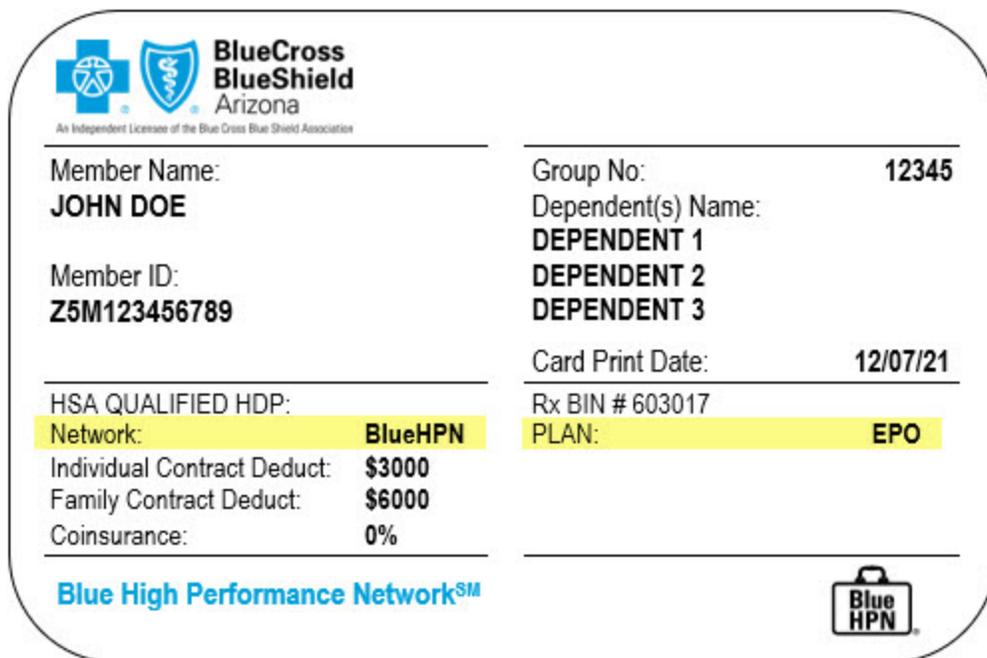
Urgent and other non-emergency services that are out-of-network for BlueHPN members require prior authorization.

ZIP codes in the BlueHPN service area

The BlueHPN service area in Arizona includes all ZIP codes in Maricopa County and the following ZIP codes in Pinal County: 85120, 85121, 85138, 85139, 85140, 85143, and 85147. Practices within this service area that are not part of the BlueHPN (Alliance network) are considered out-of-network for BlueHPN plans except when delivering **emergency** care.

How to identify a member with a BlueHPN benefit plan

The member ID card indicates the network as BlueHPN:



Questions?

Please share the [BlueHPN info sheet](#) with your staff. If you have questions, contact your [provider liaison](#). We appreciate your help in reducing BlueHPN member abrasion related to out-of-network costs.

Blue High Performance Network and BlueHPN are service marks of the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

Our members can take a digital ID card with them wherever they go with the MyBlue AZSM mobile app.

