



Navigating the AHCCCS website

April 10, 2017

Gold Room – 701 (3rd Floor)

1:30 p.m. - 2:30 p.m.

AHCCCS Website



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AHCCCS INFO

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Welcome to Arizona Health Care Cost Containment System (AHCCCS)

Arizona Health Care Cost Containment System (AHCCCS) is Arizona's Medicaid agency that offers health care programs to serve Arizona residents. Individuals must meet certain income and other requirements to obtain services.

Español Diné Biza

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1 Enter www.azahcccs.gov in search bar

2 AHCCCS web page is displayed



Reaching across Arizona to provide comprehensive quality health care for those in need

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About Us

- Director's Biography
- Description of AHCCCS Programs
- Success Stories
- Acronyms

Initiatives

- Care Coordination & Integration
- Payment Modernization
- Health Information Technology (HIT)
- Private Sector Partners
- Delivery System Reform Incentive Payment (DSRIP)

Public Notices

Program Planning

Healthcare Advocacy

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- Mental Health First Aid
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- Who We Are

Committees and Workgroups

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Programs & Covered Services

- Available Health Plans
- Behavioral Health Services Map
- Provider Listings

Get Covered

- How To Apply
- Potential Costs
- Rights & Responsibilities

Access to Covered Medicaid Services

Already Covered

- Covered Services
- Member FAQs
- Member News
- Copayments
- Premium Payments
- Reporting Changes
- Member Resources
- Rights & Responsibilities

AHCCCS Publications

Pharmacy

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Health Plans

- MCO Update Meetings
- Minimum Subcontract Provisions
- Reporting Third-Party Liability
- ALTCS Electronic Member Change Request (EMCR)
- Solicitations & Contracts
- Encounters
- Reinsurance
- Quality Assessment and Performance Improvement Strategy

New Providers

- Freestanding Emergency Department
- Provider Registration
- Provider Reenrollment
- Treat and Refer
- Minimum Subcontract Provisions
- Enrollment Fee

Current Providers

- Provider Website
- Provider Reenrollment
- CRS Referrals
- ALTCS Electronic Member Change Request (EMCR)
- Self Directed Attendant Care
- Direct Care Workers
- Nursing Facility Information
- Hospital Assessment
- Provider Survey
- Non-Emergency Medical Transportation
- EHR Incentive Program
- Data Access
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Guides - Manuals - Policies

Rates and Billing

- Managed Care
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- Hospital Presumptive Eligibility
- Hospital Reimbursement
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Federal Guidance
Meetings with Tribes and I/T/U
Medical Home Public Notice

Tribal Court Procedures for Involuntary Commitment

American Indian Health Program

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IHS/638 Quarterly Forum

- IHS/638 Forum calendar 2017 PDF
- March 23, 2017
 - IHS/638 Agenda PDF
- January 19, 2017
 - IHS/638 Agenda PDF
 - Refresher / NDC Codes PDF
 - Outpatient Pharmacy Billing Changes PDF
 - Replacement & Voids PDF
 - Behavioral Health - Prior Authorization PDF
- October 20, 2016
 - IHS/638 Agenda PDF
 - IHS 638 Reimbursement Update PDF
 - Behavioral Health NEMT PDF
 - Consolidated Billing for SNFs PDF
 - Refresher NDC Codes PDF
 - Crisis Response - SMI determination process PDF
 - HIE Updates PDF
 - Tutorial on AHCCCS website PDF
 - Third Party Liability PDF
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1 Select "IHS/638 Quarterly Meeting Handouts"

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GUIDES AND MANUALS FOR HEALTH PLANS AND PROVIDERS

- AHCCCS ALTCS MEMBER CHANGE REPORT USER GUIDE
- AHCCCS CLAIMS DASHBOARD REPORTING
- AHCCCS CONTRACTOR OPERATIONS MANUAL (ACOM)
- AHCCCS CONTRACTOR GUIDES & MANUALS
- AHCCCS ENCOUNTER MANUAL
- AHCCCS ENROLLMENT RATE CODES AND VALUES
- AHCCCS FEE-FOR-SERVICE PROVIDER MANUAL
- AHCCCS FINANCIAL REPORTING GUIDES
- AHCCCS GRIEVANCE AND APPEAL SYSTEM REPORT
- AHCCCS GUIDE TO LANGUAGE IN NOTICES OF ACTION (NOA) AND NOA DICTIONARY
- AHCCCS IHS/TRIBAL PROVIDER BILLING MANUAL
- AHCCCS MEDICAL POLICY MANUAL (AMPM)
- AHCCCS PROGRAM INTEGRITY REPORTING GUIDE
- AHCCCS PROVIDER AFFILIATION TRANSMISSION (PAT) MANUAL
- AHCCCS REINSURANCE POLICY MANUAL
- AHCCCS REINSURANCE PMMIS TRAINING MANUAL
- AHCCCS STRUCTURED PAYMENT TRANSMISSION MANUAL
- AHCCCS TECHNICAL INTERFACE GUIDELINES (TIG)
- AHCCCS TELEHEALTH TRAINING MANUAL
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- Administrative Actions
- Contracted Health Plan Audited Financial Statements
- Change in Ownership Activities
- Quality and Performance Improvement
- Request to Lift Enrollment CAP

Governmental Oversight

- Federal and State Requirements
- Legislative Sessions
- Waiver
- State Plans
- Budget Proposals

Hospital Finance & Utilization Information

Health Plan Report Card

Reports

- Reports to CMS
- Reports to the Legislature
- Population Reports
- Enrollment Reports by Health Plan
- Financial Reports
- Behavioral Health Reports
- Dashboard

Solicitations & Contracts

- Solicitations, Contracts & Purchasing
- Open Solicitations
- Closed Solicitations
- Contract Amendments
- Medicare D-SNP Agreements
- Bidders Library
- Vendor Registration

Guides - Manuals - Policies

DFSM Training

Grants

- State Innovation Model Initiative (SIM)
- Behavioral Health Services (BHS) [↗](#)

Electronic Data Interchange (EDI)

- EDI Technical Documents
- EDI Testing
- EDI Change Notices

Community Partners (HEAplus)

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Guides - Manuals - Policies

DFSM Training

Division of Fee-For-Service-Management: Training Resources

Training Resources provides information for Fee-For-Service (FFS) providers on the following:

- Training Schedule
- Access to Power Point Presentations for past trainings
- Contact information for the Divisions Training Team

[Traning Schedules & Presentations](#) ▾

2017

Training Schedule

[Training Schedule 2nd QTR 2017](#) PDF

[Training Schedule 1st QTR 2017](#) PDF

Power Point Presentations

[How to Status a Claim Using the AHCCCS Online Portal](#) PDF (March 17, 2017)

[Prior Authorization \(PA\)](#) PDF (March 10, 2017)

[Behavioral Health Non-Emergency Medical Transportation \(BH NEMT\)](#) PDF (March 1, 2017)

[Claims Submission using the AHCCCS OnLine Portal](#) PDF (February 16, 2017)

[National Drug Code \(NDC\)](#) PDF (January 12, 2017)

Links and Contacts

Subscribe to receive notifications about upcoming trainings, forums, and important business updates

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- Report Fraud
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- Deficit Reduction Act (DRA) Training
- Fraud Awareness for Providers
- Fraud Awareness for the Public

How to Report Fraud, Waste or Abuse of the Program

The Office of Inspector General (OIG) provides a way for members, plans, providers, and the public to report all forms of suspected fraud, waste or abuse of the program.

- [Report Member Suspected Fraud or Abuse of the Program \(Online Form\)](#)
- [Report Provider or Contractor Suspected Fraud or Abuse of the Program \(Online Form\)](#)

Who Can Report Fraud or Abuse

Absolutely anyone can report fraud, abuse, or member abuse. There are no restrictions.

Contacts

Provider Fraud

If you want to report suspected fraud by medical provider, please call the number below:

- In Maricopa County: 602-417-4045
- Outside of Maricopa County: 888-ITS-NOT-OK or 888-487-6686

Member Fraud

If you want to report suspected fraud by an AHCCCS member, please call the number below:

- In Maricopa County: 602-417-4193
- Outside of Maricopa County: 888-ITS-NOT-OK or 888-487-6686

Questions

If you have questions about AHCCCS fraud, abuse of the program, or abuse of a member, please contact the AHCCCS Office of Inspector General (OIG).

- Email: AHCCCSFraud@azahcccs.gov

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Crisis Hotlines

24-Hour Crisis Hotlines – National

- **1-800-273-TALK (8255)** National Suicide Prevention Lifeline
- **1-800-662-HELP (4357)** National Substance Use and Disorder Issues Referral and Treatment Hotline

Suicide/Crisis Hotlines by County

- Maricopa County served by Mercy Maricopa Integrated Care:
 - **1-800-631-1314 or 602-222-9444**
- Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz and Yuma Counties served by Cenpatico Integrated Care:
 - **1-866-495-6735**
- Apache, Coconino, Gila, Mohave, Navajo and Yavapai Counties served by Health Choice Integrated Care:
 - **1-877-756-4090**
- Gila River and Ak-Chin Indian Communities served by EMPACT:
 - **1-800-259-3449**

Can't find what you're looking for? Please visit the [AHCCCS Document Archive](#).



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Contact and Links

For technical assistance regarding claims issues and training, please email ProviderTrainingFFS@azahcccs.gov

Please direct Prior Authorization or Claims/Billing inquiries to:

Fee-For-Service Prior Authorization Line: 602-417-4400

Fee-For-Service Claims Customer Service: 602-417-7670

For technical assistance with your AHCCCS online web portal, please call AHCCCS ISD Customer Support Desk at 602-417-4451

To subscribe to receive notifications from DFSM, click this link:

<https://visitor.r20.constantcontact.com/d.jsp?llr=wfkoa9yab&p=oi&m=1126154315958&sit=dxzftp4kb&f=eb307415-6a96-41fd-9bc5-55152f560cd6>

Questions?



Please take a few minutes to complete a survey on today's training session. We appreciate your feedback. Here is the survey link:

<https://www.surveymonkey.com/r/6FW5FWZ>



Thank you.

