



Fee-for-Service Provider Resources

January 10, 2024



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The Arizona Health Care Cost Containment System, referred to as AHCCCS, can be found on the web at <https://www.azahcccs.gov/>. Providers' staff are encouraged to familiarize themselves with the AHCCCS website.

The website contains AHCCCS guidelines, policies, manuals, fee schedules, trainings, information on programmatic changes, coding resources, and helpful materials. Provider training materials are located under the Resources section from the main web page.

Sign up to Receive Provider Notices and News Updates

Providers can [subscribe to various newsletters](#) published by AHCCCS divisions.

[Differential Adjusted Payment \(DAP\)](#)

[Division of Fee for Service Management:](#) news for the various Fee for Service healthcare providers.

[Division of Community Advocacy and Intergovernmental Relations:](#) Office of Individual and Family Affairs (OIFA) Friday newsletter.

[Division of Health Care Services:](#) contractor requests for proposals; EHR notifications; behavioral health covered services notifications; and ACOM, AMPM, and Tribal Consultation updates.

[Office of the Director:](#) subscribe to the agency's newsletters including news alerts, updates from the Tribal Liaison, Telehealth Advisory Committee, OTP provider news, and Pharmacy and Justice initiatives.

[Targeted Investments Program](#)

[Provider Enrollment:](#) news for AHCCCS-registered providers.

Stay Informed

AHCCCS Newsletters and Resources



Providers can [Sign Up Here](#) to receive email news alerts, which provides information directly *to your email inbox* regarding upcoming provider trainings, claims and billing updates and requirements, changes to the program, system changes, forums and other business news.



Providers can also access [DFSM Monthly Provider Claims Clues Newsletter](#), which is a publication of the claims department. This is a monthly newsletter that provides FFS updates regarding billing, coding, system and programmatic changes.



Providers can view the [Medical Coding Resources](#) webpage which publishes news and updates related to AHCCCS claims and encounters processing, place of service, modifiers, new procedure codes, new diagnoses, and coding rules and more.

AHCCCS Fee-For-Service Health Plans

Fee-For-Service Health Plans

AHCCCS was implemented on October 1st of 1982 as the nation's very first statewide health care program aimed at providing medical care for individuals undergoing financial hardship. The Division of Fee-For-Service Management (DFSM) is a division within the Arizona Health Care Cost Containment System (AHCCCS). DFSM serves as the health plan for Fee-for-Service (FFS) Medicaid members and reimburses claims for other populations of individuals not enrolled with a contractor.

To view the full list of Medicaid health plans, go to:

<https://www.azahcccs.gov/PlansProviders/FeeForServiceHealthPlans/>

AHCCCS Provider Tools

AHCCCS Online Provider Portal
Transaction Insight Portal (TIBCO)
AHCCCS Provider Enrollment Portal (APEP)

AHCCCS Online Provider Portal

The AHCCCS Online Provider Portal can be used to submit and status claims and prior authorizations for the FFS plan in addition to verifying member and provider information.

- To register for an online account: <https://ao.azahcccs.gov/Account/Login.aspx>
- On the left-hand side of this page under the heading **NEW ACCOUNT**, click “Register for an AHCCCS Online Account”.
- Providers who have a valid NPI number must enter the NPI and the Tax ID number.
- Providers who only have a six-digit AHCCCS Provider ID number must use the 6-digit ID and their Tax ID number.
- Follow the prompts and complete the required fields. A confirmation letter with the authentication access code will be sent to you by **regular mail** (to the provider's correspondence address that is on file with AHCCCS) within 10 business days. **The authentication access code will not be faxed or emailed to a provider.**

Transaction Insight Portal (TIBCO)

The Transaction Insight Portal is a free application for FFS Providers to use to submit required documentation for review. Providers must have a user account to access TIBCO.

How to Sign Up for the Transaction Insight Portal:

Providers can send an email to servicedesk@azahcccs.gov requesting the service ticket to be assigned to **ISD Data Security**. When you request an account set up, please include the following information:

- Name of your organization, Provider Identification Number, Your full name, and
- Business email address.

Once you receive your login information you can access the Transaction Insight Portal at: <https://tiwebprd.statemedicaid.us/AHCCCS/default.aspx?ReturnUrl=%2fAHCCCS%2f>

AHCCCS Provider Enrollment Portal (APEP)

Providers that are interested in becoming a registered provider with AHCCCS can submit an enrollment application using APEP.

- On this web page you will find information about how to apply to become an AHCCCS registered provider, preparing for the provider application, [What to Expect When Applying in AHCCCS Provider Enrollment Portal \(APEP\)](#), as well as what to expect after you become an approved provider.
- To speak with a provider enrollment representative call 602-417-7670 and select the appropriate prompts.
- <https://www.azahcccs.gov/APEP>

DFSM Claims Clues Newsletter

AHCCCS Claims Clues Newsletter

- Past issues are also available to view and offers material that can be helpful.
- Providers can search for Claims Clues editions by year.

AHCCCS Claims Clues

Claims Clues is a newsletter produced periodically by the AHCCCS Claims Department for information about the following:

- Changes to the program
- System changes and updates
- Billing policies and requirements

Additional information can be found in the [Encounter Keys](#) newsletter.

Select A Year ▾

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AHCCCS Claims Clues Newsletters

The DFSM Monthly Provider Claims Clues Newsletter is a publication of the DFSM claims department. This is a monthly newsletter for Fee-for-Service and IHS/638 providers. It acts as a supplement to the Provider Billing Manuals, and provides information about the following:

- Important Information Regarding Claims
- Changes to the AHCCCS (Medicaid) Program
- System Changes and Updates
- Billing Policies and Requirements
- Upcoming Trainings and more.

Fee-For-Service and IHS/638 Provider Billing Manuals

AHCCCS Fee-For-Service Provider Billing Manual

The [Fee-For-Service Provider Billing Manual](#) provides general guidance and billing information for registered providers who are rendering and billing AHCCCS FFS for covered services.

The FFS manual is a practical guide to assist AHCCCS providers in receiving reimbursement. Providers are expected to periodically review the manual to ensure accurate claims processing and reimbursement, AHCCCS policies and procedures. The manual can be used by providers who submit electronic and paper claim submissions on the CMS 1500 (837P), UB-04 (837I) and ADA (837D) claim forms.

- <https://www.azahcccs.gov/PlansProviders/RatesAndBilling/FFS/providermanual.html>

AHCCCS Indian Health Service (IHS)/Tribal Provider Billing Manual

The [Indian Health Service \(IHS\)/Tribal Provider Billing Manual](#) contains billing information for IHS and 638 providers and facilities on a variety of topics.

The information contained is similar to the information contained in the Fee-For-Service Provider Billing Manual, however, it has additional information about billing the All-Inclusive Rate (AIR) and tribal-specific billing topics.

It can be found on the AHCCCS website under “Resources” and “Guides – Manuals – Policies” at:

- <https://www.azahcccs.gov/PlansProviders/RatesAndBilling/ProviderManuals/IHSTribalBillingManual.html>

Chapters in the FFS and IHS/Tribal Provider Billing Manuals

Member Eligibility	Provider Records & Registration	Billing on the CMS 1500 Claim Form	Billing on the ADA 2024 Claim Form	Understanding the Remittance Advice	Federal Emergency Services Program
General Billing Rules	Medicare/TPL	Billing on the UB-04 Claim Form	Individual Practitioner Services	Behavioral Health Services	Free-Standing Birthing Centers
Claim Errors	FQHC/RHC	Prior Authorization	Claim Disputes	Home Health Services	Hospital Services
Hospice	ALTCS	Transportation	Transplants	Dialysis	638 FQHC
Pharmacy Services	Claims Processing	Nursing Facility Services	Free-Standing Ambulatory Surgical Centers		Hospital Addendum APR-DRG

AHCCCS Medical Policy Manual (AMPM)

AHCCCS Medical Policy Manual (AMPM)

The [AHCCCS Medical Policy Manual \(AMPM\)](#) provides information for both Contractors (AHCCCS Complete Care (ACC) plans and for FFS Providers regarding services that are covered within AHCCCS programs.

The AMPM is applicable to *both* Managed Care Organizations and Fee-For-Service (including IHS/638) providers.

The AMPM should be referenced in conjunction with State and Federal regulations, other agency manuals such as the AHCCCS Contractor's Operations Manual (ACOM), the Fee-For-Service Provider Billing Manual, the IHS/Tribal Provider Billing Manual, Claims Clues, and applicable contracts (MCO's enter into contractual arrangements with providers).

The AHCCCS Medical Policy Manual (AMPM) can be found at:

- <https://www.azahcccs.gov/shared/MedicalPolicyManual/>

Medical Coding and Resources Web Page

Medical Coding Resources Web Page

The AHCCCS Medical Coding Resources Web Page is intended for use by AHCCCS ACC Plans and FFS Providers.

The AHCCCS Medical Coding Unit is responsible for the update and maintenance of all medical coding related to AHCCCS claims and encounters processing. This includes place of service, modifiers, new procedure codes, new diagnoses, and coding rules. This unit is also responsible for reviewing and responding to any medical coding related guidelines or questions. This includes questions related to daily limits, procedure coverage, etc.

The information offered on this web page will include but not limited to Behavioral Health Services Matrix, COVID-19 medical billing information, Coding Related Exhibits, Reference Table Review and Update Requests, Dental Coding, FAQs, etc.

The Medical Coding Resources web page can be found at:

- <https://www.azahcccs.gov/PlansProviders/MedicalCodingResources.html>

Medical Coding Resources Web Page

AHCCCS will be developing and rolling out various Reference Extracts and will place the completed information here upon completion.

- [Crisis, COE, COT, MABG and SABG Billing Indicators/Modifiers](#)
- [HCPCS – CPT Procedures Daily Limits Guidelines](#)
- [OPFS Related Extracts](#)
- [Telehealth Code Set](#)
- [Pay and Chase EPSDT Diagnosis Extract](#)
- [Multiple Surgery Codes Extract](#)
- [OPFS Allowed Modifiers Extract](#)
- [FFS Authorization Guidelines](#)

The Reference Extracts are updated at various times, and we recommend for providers to check the website periodically.



DFSM Provider Education and Training

DFSM Provider Education and Training

The Provider training team conducts training webinars and E-learning presentations for Fee-for-Service (FFS) providers who service FFS members. Provider trainings are held weekly via Zoom.

- AHCCCS offers free web-based applications for claims and prior authorization submissions through the AHCCCS Online Provider Portal and accompanying claim documentation using the 275 Foresight Transaction Insight Portal.
- Additional training opportunities include NEMT, behavioral health services, Voids and Replacements, behavioral health, Claim Disputes, member verification, AHCCCS policies, systems and benefit changes, updates and more.

Provider Training Web Page:

[Division of Fee-For-Service-Management: Training Resources](#)

DFSM Training Resources Web Page

The [DFSM Provider Training Resources](#) web page provides information on:

- The [DFSM Monthly Claims Clues Newsletter](#)
- How to sign up to receive [DFSM Email Alerts](#)
- DFSM Quarterly Provider Training Schedule
- FFS Webinars and E-Learning Presentations
- Provider Quick Training Guides
- Contact information for the Division's Training Team
- Fee-for-Service Provider Billing Manuals, AHCCCS Medical Policy Manuals, Medical Coding Resources, Fee-for-Service Prior Authorizations, Policy updates and more
- Additional trainings and updates

Fee-For-Service Provider Training Requests

FFS Providers can submit training requests to ProviderTrainingFFS@azahcccs.gov.

Your training request must include:

- Business email address,
- Full name and position title,
- AHCCCS Provider NPI or 6-digit provider ID number,
- Telephone number,
- Number of attendees,
- The specific type of training and include any questions you may have.



Division of Member and Provider Services (DMPS) Call Center

Provider Services Contact Information

- For basic claims and prior authorization questions providers can contact the Provider Services Call Center Monday through Friday, 7:30 a.m. to 5:00 p.m. Phone: [\(602\) 417-7670](tel:6024177670)
- Our Provider Services representatives are skilled to provide help to many basic prior authorization and claims questions.
- Providers should use the AHCCCS Online Provider Portal as the first step in checking the status of your claims and prior authorizations. Questions that cannot be answered via the portal please contact provider services for assistance.
- Provider Services cannot assist providers with questions regarding Fee-for-Service (FFS) rates, CPT/HCPCS codes and modifiers, billing questions, the address a check was mailed to, and payment details for approved claims. Providers should refer to the AHCCCS Website Plans/Providers for more information.

Division of Business and Finance (DBF)

Division of Business and Finance (DBF)

- The Division of Business and Finance (DBF) can assist providers with questions about warrants (paper checks), paper Explanation of Benefits (EOB) and Electronic Funds Transfer (EFT).
- Providers can email (DBF) at ahcccswarrantinquiries@azahcccs.gov or call (602) 417-5500. Hours: 10:00 AM – 4:00 PM Arizona Time.

Electronic Transactions and 835/Electronic Remittance Advice (ERA)

- Questions related to electronic transactions or to request an 835/ERA transaction setup email servicedesk@azahcccs.gov or contact (602) 417-4451.
- Hours: 7:00 AM – 5:00 PM Arizona Time.

Thank You.