



# Helpful Materials for Fee-For-Service Providers

January 23, 2024

# AHCCCS Fee-for-Service Resources



Advanced search



New and existing Fee-for-Service (FFS) Arizona Health Care Cost Containment System (AHCCCS) providers can view resources on the website at <https://www.azahcccs.gov/>.

The website contains AHCCCS guidelines, policies, manuals, fee schedules, trainings, information on programmatic changes, coding resources, and helpful materials. Providers' staff are encouraged to familiarize themselves with the AHCCCS website.

Provider FFS training materials can be found in the Resources section on the main web page.

# 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 E-mail Alerts](#)
- The DFSM Quarterly Provider Training Schedules
- AHCCCS offers educational training presentations (claim and prior authorization submission, NEMT, information on special topics, and more.
- Fee-for-Service and IHS/638 Tribal Provider Billing Manuals
- Provider Training Contact Information: [ProviderTrainingFFS@azahcccs.gov](mailto:ProviderTrainingFFS@azahcccs.gov)

DFSM Email Alerts  
Claims Clues Newsletters  
Medical Coding Resources  
Provider Billing Manuals

## [Subscribe to the AHCCCS DFSM Email Notifications/Updates](#)

Providers are invited to subscribe to DFSM email news alerts regarding changes to the program, claims and billing updates and requirements, system changes, upcoming trainings, forums and other business news.

Select the email lists that are the most appropriate for your provider type.



## Subscribe to the AHCCCS DFSM Email Notifications/Updates

Please complete the required fields\* and check the Email List(s) to receive AHCCCS DFSM Notifications/Updates. Thanks!

\* Email Address

\* First Name

\* Last Name

\* Phone Number

\* Company

### Email Lists

- Assisted Living Facilities (ALFs)
- ET3 Updates
- FFS - BH Providers
- FFS Electronic Visit Verification (EVV) List
- FFS IHS-638 Providers
- FFS TRBHA Distribution

# Receive Email News Updates

Providers can subscribe to receive Email Newsletters published by AHCCCS divisions. You may unsubscribe at any time by clicking the Unsubscribe link at the bottom of every email.

## 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.

# DFSM Monthly Claims Clues Newsletter

# Stay Informed

## AHCCCS Newsletters and Resources

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. It serves as a supplement to the FFS and IHS/638 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





# 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 ▾

|      |  |
|------|--|
| 2020 |  |
| 2019 |  |
| 2018 | stration for Members 3-18 Years of Age                             |
| 2017 | quirements and the Transaction Insight Portal (TI)                 |
| ---- | g, Prescribing and Attending (ROPA) Provider Notification "Don't E |

# AHCCCS Fee-For-Service and IHS/638 Tribal Provider Billing Manuals

# AHCCCS Fee-For-Service Provider Billing Manuals

The *Fee-For-Service Provider Billing Manual* provides detailed information for those applying for AHCCCS (applicants), members, potential and existing providers. Details of the manual include the following:

- For Applicants: Process/steps to obtain services,
- For Potential Providers: Registration process,
- For Existing Providers: General billing rules, claim forms, authorization process, information on Medicare and other insurance liability.

The manual also offers information on covered services, processing of claims and errors, and remittance advice.

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

# Indian Health Service (IHS)/638 Tribal Providers 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 what is contained within the Fee-For- Service Provider Billing Manual, however, it has additional information about billing the All-Inclusive Rate (AIR) and tribal-specific billing topics.

<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/Other Insurance Liability | 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

# AHCCCS Medical Policy Manual (AMPM)

The [AHCCCS Medical Policy Manual \(AMPM\)](#) provides information for both Contractors (such as the AHCCCS Complete Care health 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 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 MCOs and FFS Providers. 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, coding rules, Behavioral Health Services Matrix, COVID-19 medical billing information, Coding Related Exhibits, Dental Coding, FAQs, etc.

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 Medical Coding Resources web page can be found at:

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





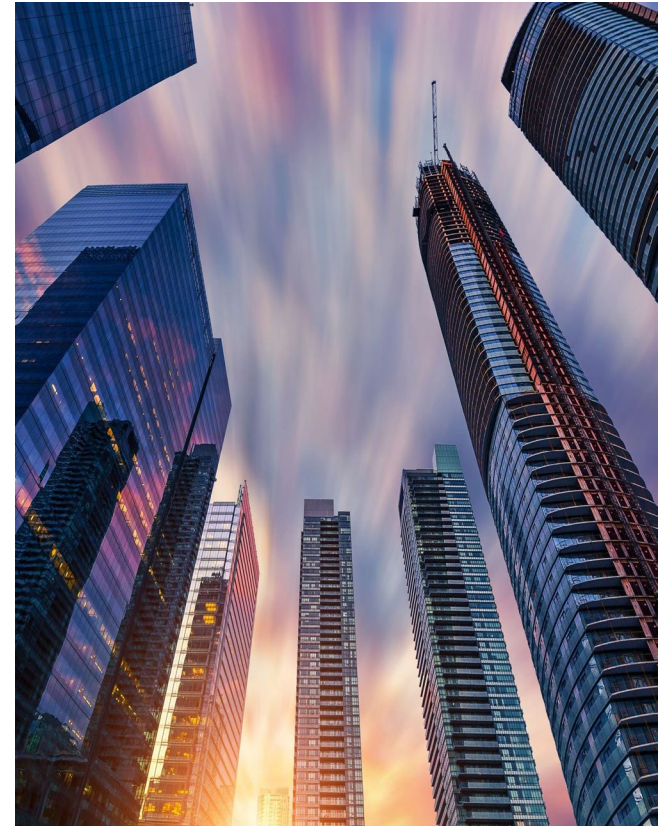
# Division of Fee-for-Service Management (DFSM) Provider Education and Training Unit

# 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.



# Fee-For-Service Provider Training Requests

FFS Providers can submit training requests to [ProviderTrainingFFS@azahcccs.gov](mailto: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.



# DFSM Training Contacts & Resources

For provider training requests email:

- [ProviderTrainingFFS@azahcccs.gov](mailto:ProviderTrainingFFS@azahcccs.gov)

Provider Training Web Page:

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

AHCCCS Claims Clues:

- [AHCCCS Claims Clues](#)

Sign Up for the AHCCCS DFSM Email Alerts:

- [DFSM Email Alerts Sign Up](#)

# 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)

The Division of Business and Finance (DBF) can assist providers with questions about warrants, paper Explanation of Benefits (EOB) and Electronic Funds Transfer (EFT).

Providers can email (DBF) at [ahcccswarrantinquiries@azahcccs.gov](mailto: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](mailto:servicedesk@azahcccs.gov) or contact (602) 417-4451.

Hours: 7:00 AM – 5:00 PM Arizona Time.

Thank You.