

DFSM Provider Training Schedule

First Quarter 2024

The Division of Fee-For-Service Management Provider Training Unit holds virtual training sessions for AHCCCS providers. All training sessions are held via ZOOM. To participate in a training session, providers must register in advance. Zoom training reminders are emailed via DFSM Email Alerts prior to the scheduled training. The training schedule is subject to change and participants will be notified of any changes via the DFSM Email Alerts.

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| January 2024 | |
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| Monday 1/8/2024 10:00-11:00 am Zoom Registration Link | <u>Submitting Documentation Using the Transaction Insight Portal</u> <i>Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO).</i> |
| Tuesday 1/9/2024 1:00-2:00 pm Zoom Registration Link | <u>Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)</u> <i>How to verify the status and request a prior authorization using the AHCCCS Online Provider Portal.</i> |
| Wednesday 1/10/2024 10:00-11:00 am Zoom Registration Link | <u>Professional Claim Submission (AHCCCS Online Provider Portal)</u> <i>How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training reviews professional claims.</i> |
| Thursday 1/11/2024 10:00-11:00 am Zoom Registration Link | <u>Verifying Member Enrollment/Eligibility (AHCCCS Online Provider Portal)</u> <i>The purpose of this training is to demonstrate how to confirm a member's enrollment and eligibility status by using the AHCCCS Online Provider Portal.</i> |
| Tuesday 1/16/2024 10:00-11:00 am Zoom Registration Link | <u>Participating Provider Reporting Requirements</u> <i>This training reviews the reporting requirements for AHCCCS provider types Integrated clinics (Provider Type 1C), behavioral health outpatient clinics (Provider Type 77), and clinics (Provider Type 05).</i> |
| Wednesday 1/17/2024 10:00-11:00 am Zoom Registration Link | <u>AHCCCS NEMT Trip Report, Updates</u> <i>How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.</i> |
| Thursday 1/18/2024 10:00-11:00 am Zoom Registration Link | <u>IHS/638 Tribal Facility Billing Guide Ambulatory Surgery Center (ASC)</u> <i>This training material is designed for IHS/638 Tribal providers only and provides general billing and claim submission guidance for services performed in an Ambulatory Surgery Center setting.</i> |
| Monday 1/22/2024 | <u>Submitting Documentation Using the Transaction Insight Portal</u> <i>Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO).</i> |

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| <p>10:00-11:00 am</p> <p>Zoom Registration Link</p> | |
| <p>Tuesday</p> <p>1/23/2024</p> <p>9:30-11:00 am</p> <p>Zoom Registration Link</p> | <p><u>Behavioral Health Residential Facility (BHRF) Overview</u></p> <p><i>BHRF Policy 320-V is an overview of the care and services provided in a BHRF. Topics include PA requirements, criteria for admission, treatment outcomes, discharge planning, etc.</i></p> |
| <p>Wednesday</p> <p>1/24/2024</p> <p>10:00-11:00 am</p> <p>Zoom Registration Link</p> | <p><u>Behavioral Health Overview</u></p> <p><i>This presentation covers behavioral health providers, definitions, supervision, and clinical oversight of BHPP and BHTs and more.</i></p> |
| <p>Thursday</p> <p>1/25/2024</p> <p>10:00-11:00 am</p> <p>Zoom Registration Link</p> | <p><u>Voids and Replacements</u></p> <p><i>Overview of how to submit voids and replacements for claims using the AHCCCS Online Provider Portal, and a review of the timely filing requirements for claims.</i></p> |
| <p>Tuesday</p> <p>1/30/2024</p> <p>10:00-11:00 am</p> <p>Zoom Registration Link</p> | <p><u>Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)</u></p> <p><i>How to verify the status and request a prior authorization using the AHCCCS Online</i></p> |
| <p>Wednesday</p> <p>1/31/2024</p> <p>10:00-11:00 am</p> <p>Zoom Registration Link</p> | <p><u>Office of General Counsel (OGC) Claims Disputes Overview</u></p> <p><i>An overview of what are valid and invalid claim disputes, filing timeframes, and how to avoid filing a claim dispute.</i></p> |

| February 2024 | |
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| <p>Monday</p> <p>2/5/2024</p> <p>10:00-11:00 am</p> <p>Zoom Registration Link</p> | <p><u>Submitting Documentation Using the Transaction Insight Portal</u></p> <p><i>Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO).</i></p> |
| <p>Tuesday</p> <p>2/6/2024</p> <p>10:00-11:00 am</p> <p>Zoom Registration Link</p> | <p><u>Behavioral Health Residential Facility (BHRF) Overview</u></p> <p><i>BHRF Policy 320-V is an overview of the care and services provided in a BHRF. Topics include PA requirements, criteria for admission, treatment outcomes, discharge planning, etc.</i></p> |
| <p>Wednesday</p> <p>2/7/2024</p> <p>10:00-11:00 am</p> <p>Zoom Registration Link</p> | <p><u>Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)</u></p> <p><i>How to verify the status and request a prior authorization using the AHCCCS Online Provider Portal.</i></p> |
| <p>Monday</p> <p>2/12/2024</p> <p>10:00-11:00 am</p> <p>Zoom Registration Link</p> | <p><u>Participating Provider Reporting Requirements</u></p> <p><i>This training reviews the reporting requirements for AHCCCS provider types Integrated clinics (Provider Type IC), behavioral health outpatient clinics (Provider Type 77), and clinics (Provider Type 05).</i></p> |
| <p>Tuesday</p> <p>2/13/2024</p> <p>10:00-11:00 am</p> <p>Zoom Registration Link</p> | <p><u>IHS/638 Tribal Providers Billing the All-Inclusive Rate</u></p> <p><i>This training covers services billed under the All-Inclusive Rate for IHS/638 Tribal providers only.</i></p> |

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| <p>Wednesday 2/14/2024 10:00-11:00 am Zoom Registration Link</p> | <p><u>Checking a Claim Status using the AHCCCS Online Provider Portal</u> <i>How to verify the status of a submitted claim.</i></p> |
| <p>Thursday 2/15/2024 10:00-11:00 am Zoom Registration Link</p> | <p><u>Voids and Replacements</u> <i>Overview of how to submit voids and replacements for claims using the AHCCCS Online Provider Portal, and a review of the timely filing requirements for claims.</i></p> |
| <p>Tuesday 2/20/2024 10:00-11:00 am Zoom Registration Link</p> | <p><u>Submitting Documentation Using the Transaction Insight Portal</u> <i>Submitting supporting documents for a claim using the <u>Transaction Insight Portal (TIBCO)</u>.</i></p> |
| <p>Wednesday 2/21/2024 10:00-11:00 am Zoom Registration Link</p> | <p><u>Third Party Liability (TPL)</u> <i>This training is an overview of the coordination of benefits, third party liability, secondary Medicare claims, and submission requirements for the Medicaid program.</i></p> |
| <p>Thursday 2/22/2024 10:00-11:00 am Zoom Registration Link</p> | <p><u>Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)</u> <i>How to verify the status and request a prior authorization using the AHCCCS Online Provider Portal.</i></p> |
| <p>Monday 2/26/2024 10:00-11:00 am Zoom Registration Link</p> | <p><u>AHCCCS NEMT Trip Report, Updates</u> <i>How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.</i></p> |
| <p>Tuesday 2/27/2024 10:00-11:00 am Zoom Registration Link</p> | <p><u>Dental Claim Form Submission</u> <i>How to submit a dental claim using the AHCCCS Online Provider Portal.</i></p> |
| <p>Wednesday 2/28/2024 10:00-11:00 am Zoom Registration Link</p> | <p><u>Office of General Counsel (OGC) Claims Disputes Overview</u> <i>An overview of what are valid and invalid claim disputes, filing timeframes, and how to avoid filing a claim dispute.</i></p> |

| March 2024 | |
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| <p>Monday 3/4/2024 10:00-11:00 am Zoom Registration Link</p> | <p><u>AHCCCS NEMT Trip Report, Updates</u> <i>How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.</i></p> |
| <p>Tuesday 3/5/2024 10:00-11:00 am Zoom Registration Link</p> | <p><u>Submitting Documentation Using the Transaction Insight Portal</u> <i>Submitting supporting documents for a claim using the <u>Transaction Insight Portal (TIBCO)</u>.</i></p> |

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| <p>Wednesday 3/6/2024 10:00-11:00 am Zoom Registration Link</p> | <p><u>Office of General Counsel (OGC) Claims Disputes Overview</u> <i>An overview of what are valid and invalid claim disputes, filing timeframes, and how to avoid filing a claim dispute.</i></p> |
| <p>Monday 3/11/2024 10:00-11:00 am Zoom Registration Link</p> | <p><u>Participating Provider Reporting Requirements</u> <i>This training reviews the reporting requirements for AHCCCS provider types Integrated clinics (Provider Type IC), behavioral health outpatient clinics (Provider Type 77), and clinics (Provider Type 05).</i></p> |
| <p>Tuesday 3/12/2024 10:00-11:00 am Zoom Registration Link</p> | <p><u>Behavioral Health Residential Facility (BHRF) Overview</u> <i>BHRF Policy 320-V is an overview of the care and services provided in a BHRF. Topics include PA requirements, criteria for admission, treatment outcomes, discharge planning, etc.</i></p> |
| <p>Wednesday 3/13/2024 10:00-11:00 am Zoom Registration Link</p> | <p><u>IHS/638 Tribal Facility Billing Guide Ambulatory Surgery Center (ASC)</u> <i>This training material is designed for IHS/638 Tribal providers only and provides general billing and claim submission guidance for services performed in an Ambulatory Surgery Center setting.</i></p> |
| <p>Thursday 3/14/2024 10:00-11:00 am Zoom Registration Link</p> | <p><u>Voids and Replacements</u> <i>Overview of how to submit voids and replacements for claims using the AHCCCS Online Provider Portal, and a review of the timely filing requirements for claims.</i></p> |
| <p>Monday 3/18/2024 10:00-11:00 am Zoom Registration Link</p> | <p><u>Submitting Documentation Using the Transaction Insight Portal</u> <i>Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO).</i></p> |
| <p>Tuesday 3/19/2024 10:00-11:00 am Zoom Registration Link</p> | <p><u>AHCCCS NEMT Trip Report, Updates</u> <i>How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.</i></p> |
| <p>Wednesday 3/20/2024 10:00-11:00 am Zoom Registration Link</p> | <p><u>Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)</u> <i>How to verify the status and request a prior authorization using the AHCCCS Online Provider Portal.</i></p> |
| <p>Tuesday 3/26/2024 10:00-11:00 am Zoom Registration Link</p> | <p><u>Documentation for Claims Submission and Concurrent Review</u> <i>This training covers the responsibility of providers to submit required documentation with claims, and to respond to AHCCCS requests for documentation for concurrent review. NOTE: This training does not cover 'how to use' the Transaction Insight Portal.</i></p> |
| <p>Wednesday 3/27/2024 10:00-11:00 am Zoom Registration Link</p> | <p><u>IHS/638 Quarterly Billing Forum</u> <i>Discussion of policy updates, changes, or challenges AHCCCS and the IHS Facilities are experiencing.</i></p> |
| <p>Thursday 3/28/2024 10:00-11:00 am Zoom Registration Link</p> | <p><u>Medical Equipment and Appliances, Medical Supplies, Orthotics and Prosthetics</u> <i>The purpose of this training is to provide an overview of policy and billing requirements for DME (Durable Medical Equipment), medical supplies, orthotics, and prosthetics.</i></p> |