



AHCCS Solutions Center – Health Plan Guidance

General User Guide for Health Plans
February 2025

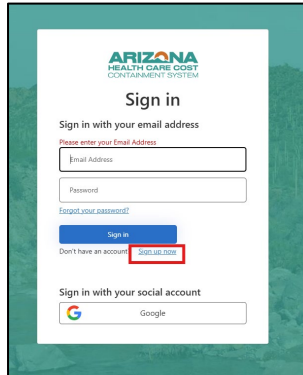
Quick Start

1 Go to the AHCCCS Solutions Center:
<https://servicenow.azahcccs.gov/gsp>

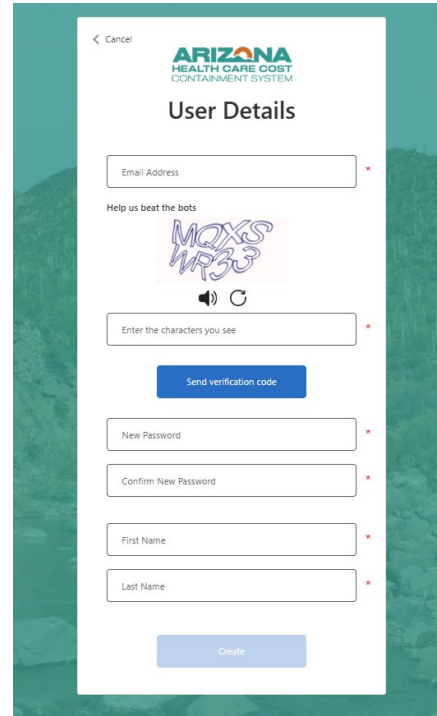
2



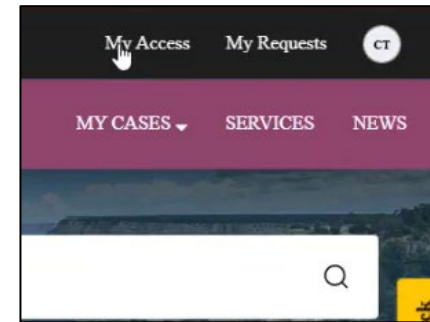
3 Follow the prompts to create your account.



4 Check your email for a verification code and use it to create your account.



5



Quick Start

6

Select Health Plan Services



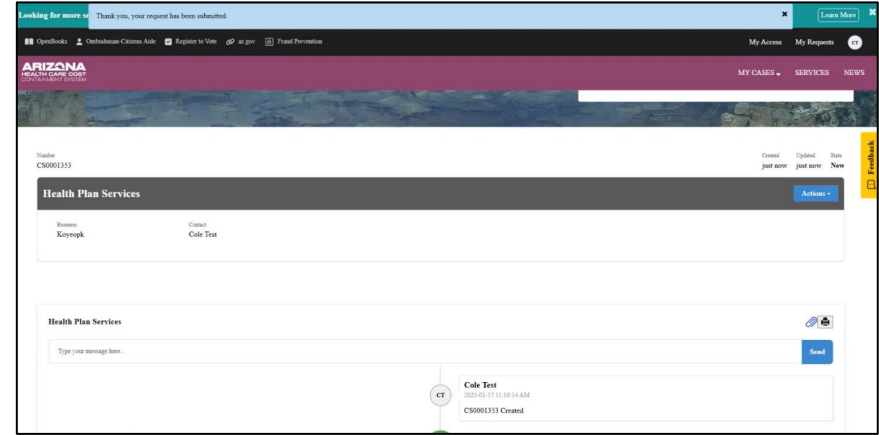
7

Provide your Health Plan's registration code

The screenshot shows the 'Health Plan Services' registration form. It includes a dropdown menu for 'Do you know your Health Plan organization's registration code?' with 'Yes' selected. Below it is a text input field for the 'Registration Code'. A CAPTCHA section follows, with a checkbox for 'I'm not a robot' and a CAPTCHA image. A note at the bottom states: 'Note: If you cannot see the captcha above, please try clearing your browser cache and refreshing the page.' There is also an 'Add attachments' link.

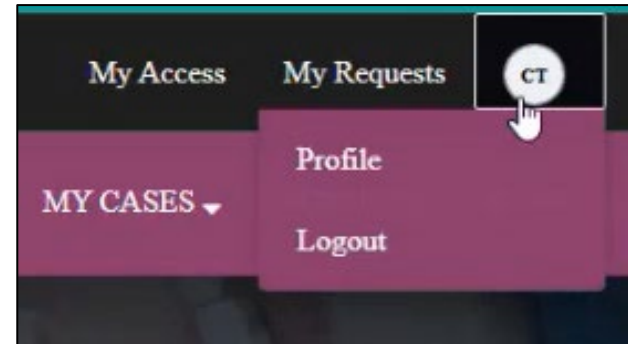
8

After submission, a message on this page will give you further instructions



9

Log out and log back in to complete the process



FAQs

- **How do I log in?**
 - To access the AHCCCS Solutions Center, navigate to <https://servicenow.azahcccs.gov/gsp>. On the top right corner of the screen, select “Log In / Sign Up”, then create your account. You will need your Health Plan organization’s registration code after logging in successfully. This is a code provided to the Master Account Holder within your Health Plan organization who serves as the primary point of contact between your health plan organization and AHCCCS.
- **Is this login different from AHCCCS Online and APEP?**
 - Yes, this will allow you to submit various service requests to AHCCCS.
- **What can I do on the AHCCCS Solutions Center?**
 - Currently, you can submit “Health Plan Services” requests to the Office of General Counsel (OGC). You can also report an IT issue and access EDI portal.
- **What email should I use to set up my account?**
 - Use an individual email (ideally a personal email account) that you have the ability to check easily. It does not have to be the same email that you use for your AHCCCS Online or APEP accounts.
- **How do I get help from tech support?**
 - In the footer of the AHCCCS Solutions Center home page, click “IT Issue?”

Learning Objectives

This comprehensive user guide will help you:



- Navigate the AHCCCS Solutions Center homepage



- Create, confirm & update an account






- View the menu of services available to you



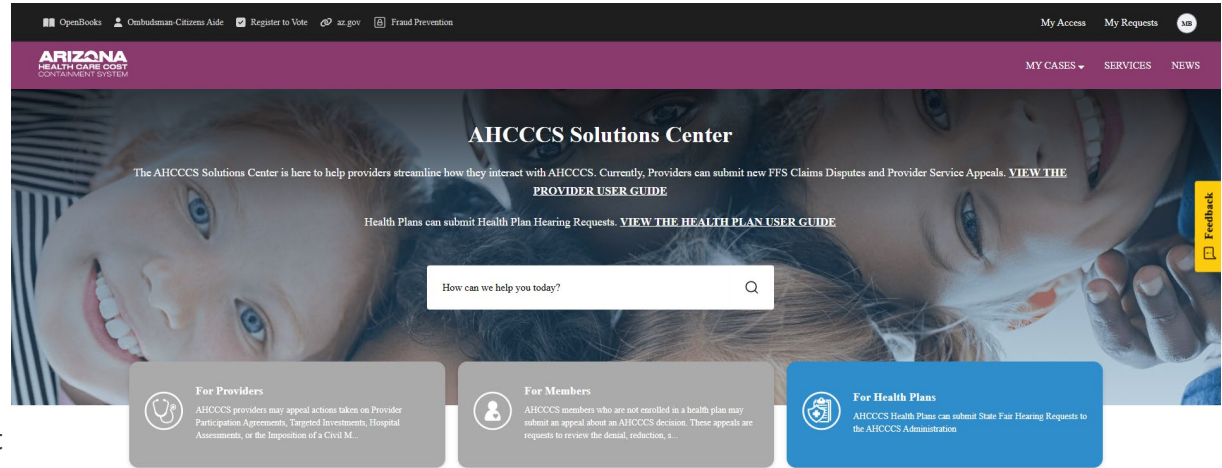
- View your requests

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What is the AHCCCS Solutions Center

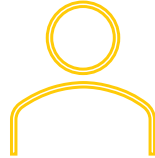
- The AHCCCS Solution Center is the website where AHCCCS's customers (Providers, Health Plans, and Members) can submit requests via AHCCCS's ServiceNow instance.
- Some content and functions are open to everyone. Other content is either accessible or not, depending on the user's permissions within the AHCCCS Solutions Center, therefore, you may need to create an account and request access to services to access certain options.



The AHCCCS Solution Center is being used as a new method to access AHCCCS services such as Grievance & Hearing (G&H), Pre-Admission Screening and Resident Review (PASRR), Electronic Data Interchange (EDI), and IT issue requests, for MCOs and Providers. If you are using services not listed here, you will continue to use AHCCCS Service Desk to report any issues. On the portal:

- Everyone sees general news and helpful articles.
- Everyone can report an IT Issue.
- Providers see provider options.
- Members see member options.
- Health Plans see health plan options.

Create an account



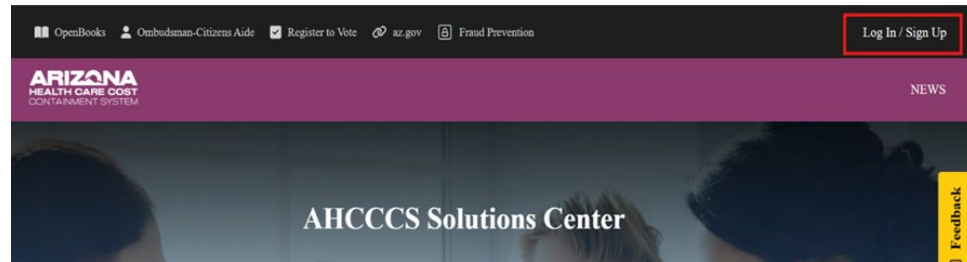
Website Address

Link to the AHCCCS Solutions Center:

<https://servicenow.azahcccs.gov/gsp>

Anyone (Providers, Health Plans, Members, the general public) can create an account. To access specific services, users will be required to provide the necessary information for the respective service types.

To create an account, navigate to the top right corner of the site and click “**Log In / Sign Up**”.



Creating Accounts – Email

Regardless of the type of account you set up, you will be asked to provide an email address to associate with the account. This email address serves as a unique identifier linking you to the account and to your requests. Use an email address that:

- Is individual to you personally. **Do not use a group email.**
- Ideally, is a personal email vs a work email, so that you can transition your account easily if you switch jobs.
- Is an email you where can receive and check for automated messages regarding your account and requests. For example, you will receive an email at this address with instructions regarding account set up and Multi-Factor Authentication (MFA).

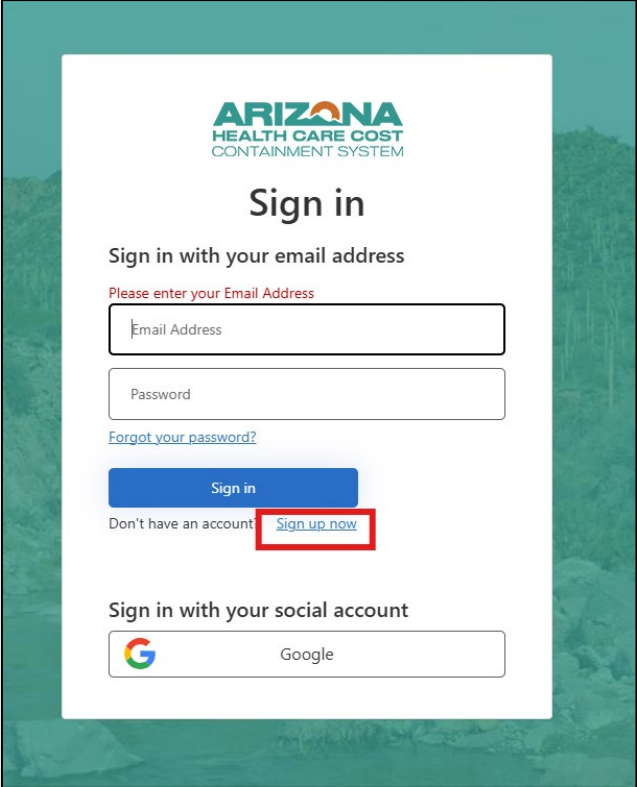
NOTE: You do **not** have to use the same email as your AHCCCS Online or APEP accounts.



What email should I use?

Creating Accounts – Email

On the “Sign in” screen that appears, select the link “Sign up now” that appears under the blue “Sign in” button, and after the question “Don’t have an account?”



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Sign in

Sign in with your email address

Please enter your Email Address

[Forgot your password?](#)

[Sign in](#)

Don't have an account? [Sign up now](#)

Sign in with your social account

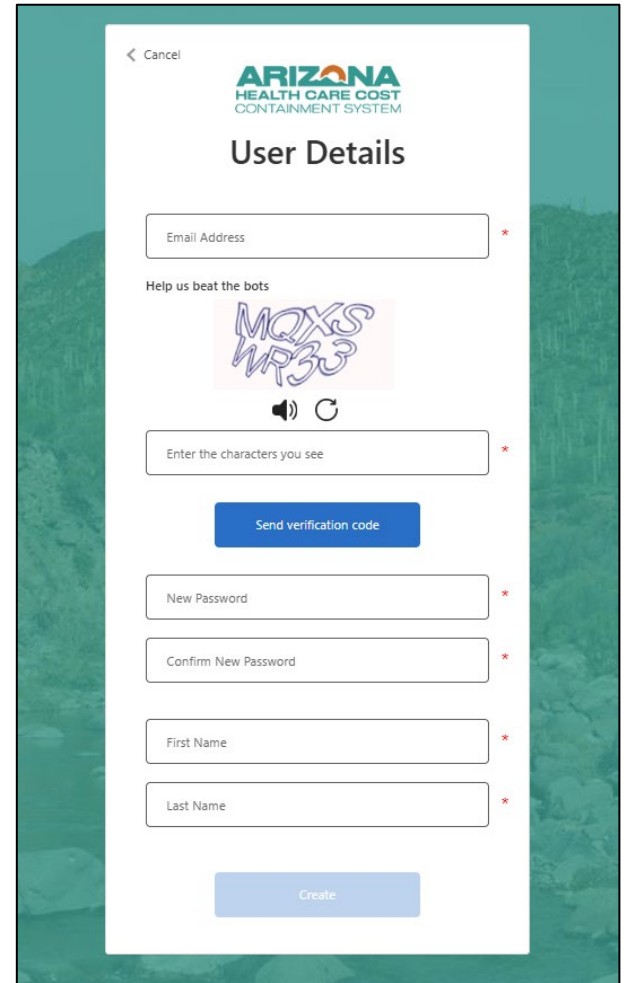
 Google

Creating Accounts – Email

Complete the User Details that are requested, with the first step being to verify your email address. To create an account, you must provide:

- a unique email address that you have access to
- the characters on the screen to confirm you're not a robot
- the password you would like for the account
- your first name
- your last name

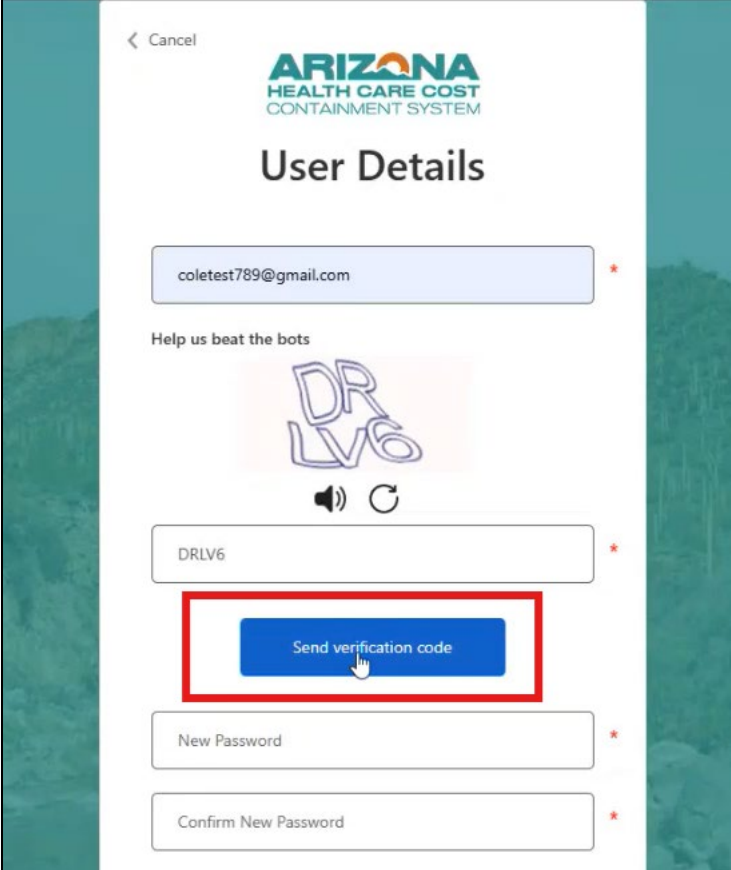
NOTE: Use an email that is unique to you and that you can readily access. You will be sent a verification email to this address in order to create your account and each time you log in.



The screenshot shows a mobile application interface for creating an account. At the top left is a back arrow and the word "Cancel". The logo for "ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM" is at the top right. Below the logo is the title "User Details". The form contains several input fields, each with a red asterisk on the right side: "Email Address", "New Password", "Confirm New Password", "First Name", and "Last Name". Below the "Email Address" field is a CAPTCHA section titled "Help us beat the bots" with a grid of characters "MQXS WR33" and a refresh button. Below the CAPTCHA is a text input field labeled "Enter the characters you see" and a blue button labeled "Send verification code". At the bottom of the form is a light blue button labeled "Create".

Creating Accounts – Email

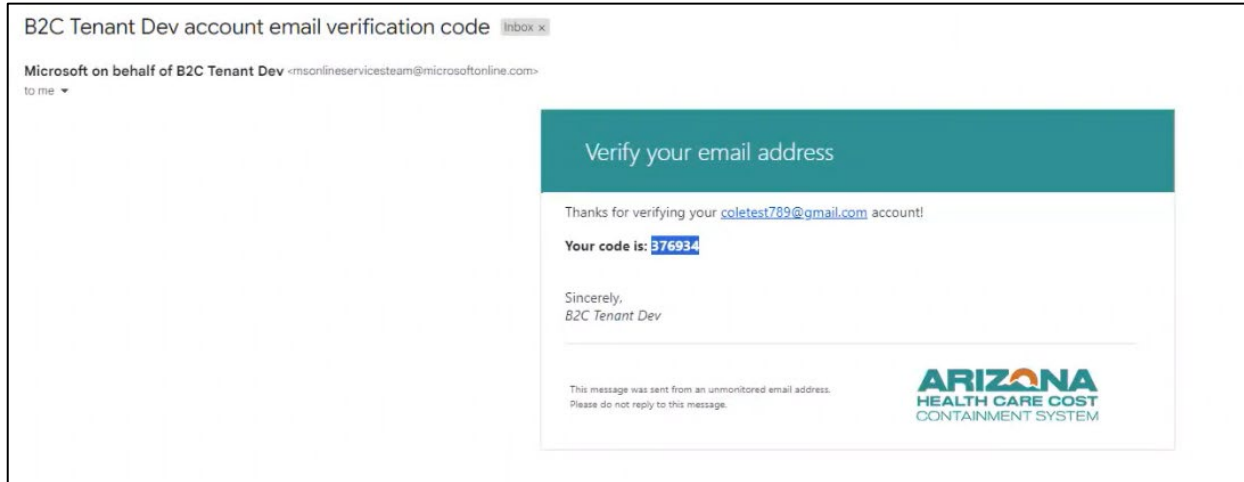
Once you enter your email and pass the captcha, click “Send the verification code”, this will send a code to your email for confirmation.



The screenshot shows a mobile application interface for creating an account. At the top, there is a 'Cancel' button and the Arizona Health Care Cost Containment System logo. The main heading is 'User Details'. Below this, there is an email input field containing 'colestest789@gmail.com'. A captcha section titled 'Help us beat the bots' displays the characters 'DRLV6' in a stylized font. Below the captcha are icons for a speaker and a refresh button. A text input field contains 'DRLV6'. A blue button labeled 'Send verification code' is highlighted with a red rectangular border. Below this are two more input fields: 'New Password' and 'Confirm New Password'. Each input field has a red asterisk to its right, indicating a required field.

Creating Accounts – Email

Navigate to your email inbox to retrieve the verification code. The email will come from the email address msonlineserviceteam@microsoftonline.com and the subject of the email will be “B2C Tenant account email verification code”. If you don’t receive the email, make sure to check the email address is correct, or check your spam or junk folders. If you still did not receive the email, please contact your IT department to whitelist the email address msonlineserviceteam@microsoftonline.com.



Creating Accounts – Email

Enter the verification code from the email and select “Verify code”.

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User Details

Verification code has been sent to your inbox. Please copy it to the input box below.

coletest789@gmail.com *

Verification Code *

Help us beat the bots

DRLV6

Success!

DRLV6 *

Verify code Send new code

New Password *

Confirm New Password *

First Name *

Creating Accounts – Email

For whatever reason, if you need to change your email during the registration process (for example, if you realize a typo in the email address and therefore are unable to receive the verification code), simply update the address and select the option to “Change e-mail” that will appear once your email address has been verified.



E-mail address verified. You can now continue.

colestest789@gmail.com *

Help us beat the bots

DRLV6

Success!

DRLV6 *

Change e-mail

The screenshot shows a registration interface. At the top, a message states "E-mail address verified. You can now continue." Below this is a text input field containing "colestest789@gmail.com" with a red asterisk to its right. A CAPTCHA challenge follows, titled "Help us beat the bots", featuring a large, stylized, purple-outlined text "DRLV6" on a light pink background. Below the CAPTCHA are a speaker icon and a refresh icon. A "Success!" message is displayed below the CAPTCHA. At the bottom of the CAPTCHA area is another text input field containing "DRLV6" with a red asterisk to its right. A blue button labeled "Change e-mail" is positioned at the bottom of the form.

Creating Accounts – Email

Select your password, using the following criteria:

- The password must be between 8 and 64 characters.
- The password must have at least 3 of the following:
 - A lowercase letter
 - An uppercase letter
 - A digit
 - A symbol



The image shows a screenshot of a web form for creating a password. It features two input fields stacked vertically. The top field is labeled 'New Password' and the bottom field is labeled 'Confirm New Password'. Both fields are outlined in black and have a red asterisk (*) to their right, indicating they are required. The form is set against a white background with green vertical bars on the left and right sides.

Creating Accounts – Email

Enter your First Name, Last Name, and Phone number. Then select “Create” to create your account

< Cancel

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CONTAINMENT SYSTEM

User Details

E-mail address verified. You can now continue.

coletest456@gmail.com *

Help us beat the bots

SGV3

Success!

SGV3 *

Change e-mail

***** *

***** *

Cole *

Test *

Create


Creating Accounts – Email

Your information will be processed and then you will be directed to the login screen, where you will be directed to verify your email once more to login.

E-mail address verified. You can now continue.

coletest789@gmail.com *

Help us beat the bots



Success!

DRLV6 *

Please wait while we process your information.

Change e-mail

..... *

..... *

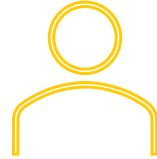
Cole *

Test *

1231231231 *

Create

Confirm your account



Creating Accounts – Email

Follow the previous steps to retrieve the verification code from your email and confirm the code. Once your email has been verified, select “Continue” to login to the AHCCCS Solutions Center. Repeat the same process for login.

< Cancel

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User Details

Verification is necessary. Please click Send button.

Email Address

b*****@gmail.com *

Send verification code

Continue

< Cancel

ARIZONA
HEALTH CARE COST
CONTAINMENT SYSTEM

User Details

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address

b*****@gmail.com *

Verification code

Verification code

Verify code Send new code

Continue

< Cancel

ARIZONA
HEALTH CARE COST
CONTAINMENT SYSTEM

User Details

E-mail address verified. You can now continue.

Email Address

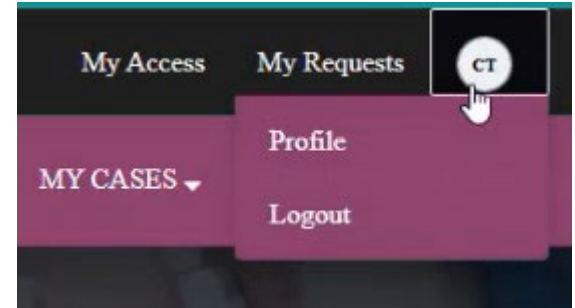
b*****@gmail.com *

Continue

Creating Accounts – Email

You will know you are logged in when you see your initials in the top right corner of the home page. Once account is created, you need to submit a request to access services.

Navigate to the “My Access” page to submit the Access Request Form specific to your needs as a [Health Plan](#). Once you submit a request, you will be navigated to the request details page. On this page, you will see a message regarding request approval and instructions on the next steps



Navigation



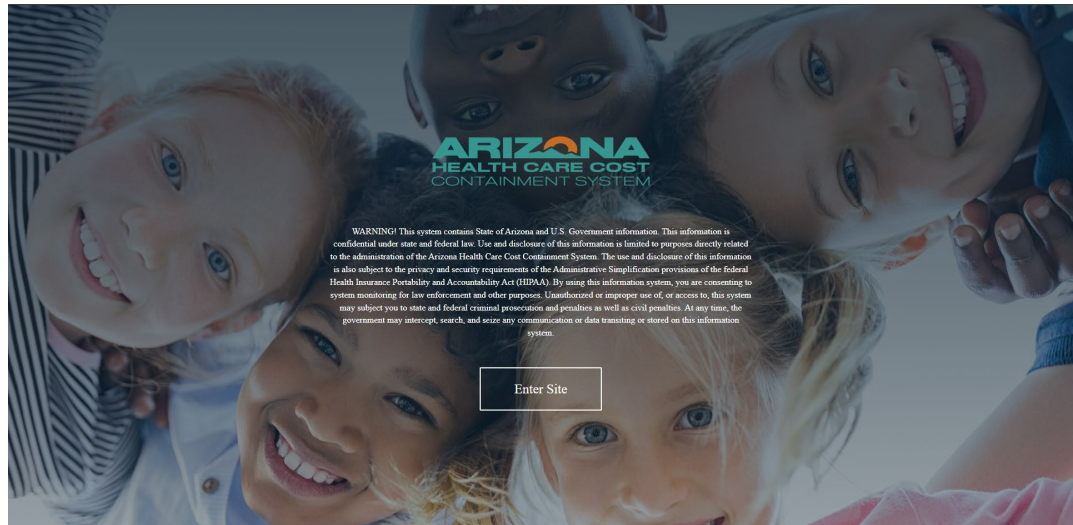
Website Address

Link to the AHCCCS Solutions Center:

<https://servicenow.azahcccs.gov/gsp>

Anyone (Providers, Health Plans, Members, the general public) can create an account. To access specific services, users will be required to provide the necessary information for the respective service types.

This disclosure message will appear when you first access the site.



Homepage Orientation - 1

Request
access to
services

Check
request
status

AZ quick links

OpenBooks Ombudsman-Citizens Aide Register to Vote az.gov Fraud Prevention

My Access

My Requests

MB

ARIZONA
HEALTH CARE COST
CONTAINMENT SYSTEM

MY CASES ▾

SERVICES

NEWS

AHCCCS Solutions Center

The AHCCCS Solutions Center is here to help providers streamline how they interact with AHCCCS. Currently, Providers can submit new FFS Claims Disputes and Provider Service Appeals. [VIEW THE PROVIDER USER GUIDE](#)

Health Plans can submit Health Plan Hearing Requests. [VIEW THE HEALTH PLAN USER GUIDE](#)

How can we help you today?



For Providers

AHCCCS providers may appeal actions taken on Provider Participation Agreements, Targeted Investments, Hospital Assessments, or the Imposition of a Civil M...



For Members

AHCCCS members who are not enrolled in a health plan may submit an appeal about an AHCCCS decision. These appeals are requests to review the denial, reduction, s...



For Health Plans

AHCCCS Health Plans can submit State Fair Hearing Requests to the AHCCCS Administration

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CONTAINMENT SYSTEM

Feedback

Homepage Orientation - 2

Login if you are logged out; If you are logged in, update your profile settings and logout

The screenshot shows the AHCCCS Solutions Center homepage. At the top, there is a navigation bar with links for OpenBooks, Ombudsman-Citizens Aide, Register to Vote, az.gov, and Fraud Prevention. On the right side of the navigation bar, there are links for My Access, My Requests, and a user profile icon (MB). Below the navigation bar, there is a purple banner with the Arizona Health Care Cost Containment System logo on the left. In the center of the banner, the text reads "Return to the portal home page". On the right side of the banner, there is a white box with the text "Check your request status". Below the banner, the main heading is "AHCCCS Solutions Center". Underneath this heading, there is a paragraph of text: "The AHCCCS Solutions Center is here to help providers streamline how they interact with AHCCCS. Currently, Providers can submit new FFS Claims Disputes and Provider Service Appeals. [VIEW THE PROVIDER USER GUIDE](#)". Below this paragraph, there is another line of text: "Health Plans can submit Health Plan Hearing Requests. [VIEW THE HEALTH PLAN USER GUIDE](#)". In the center of the page, there is a search bar with the placeholder text "How can we help you today?" and a magnifying glass icon. On the right side of the page, there is a yellow "Feedback" button. At the bottom of the page, there are three columns of information: "For Providers" (with a stethoscope icon), "For Members" (with a person icon), and "For Health Plans" (with a pharmacy icon).

OpenBooks Ombudsman-Citizens Aide Register to Vote az.gov Fraud Prevention

ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

Return to the portal home page

Check your request status

My Access My Requests MB

MY CASES SERVICES NEWS

AHCCCS Solutions Center

The AHCCCS Solutions Center is here to help providers streamline how they interact with AHCCCS. Currently, Providers can submit new FFS Claims Disputes and Provider Service Appeals. [VIEW THE PROVIDER USER GUIDE](#)

Health Plans can submit Health Plan Hearing Requests. [VIEW THE HEALTH PLAN USER GUIDE](#)

How can we help you today?

For Providers
AHCCCS providers may appeal actions taken on Provider Participation Agreements, Targeted Investments, Hospital Assessments, or the Imposition of a Civil M...

For Members
AHCCCS members who are not enrolled in a health plan may submit an appeal about an AHCCCS decision. These appeals are requests to review the denial, reduction, s...

For Health Plans
AHCCCS Health Plans can submit State Fair Hearing Requests to the AHCCCS Administration

Feedback

Homepage Orientation - 3

The screenshot shows the AHCCCS Solutions Center homepage. At the top, there is a navigation bar with links for OpenBooks, Ombudsman-Citizens Aide, Register to Vote, az.gov, and Fraud Prevention. Below this is the ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM logo. The main header area features the text "AHCCCS Solutions Center" and a search bar with the placeholder text "How can we help you today?". Below the search bar, there are three main sections: "For Providers", "For Members", and "For Health Plans".

Callout Boxes:

- Search for your requests and services when you are logged in; the search bar will not appear if you are logged out.** (Points to the search bar)
- Read the latest news** (Points to the NEWS button)
- Share feedback with AHCCCS** (Points to the Feedback button)

Page Content:

- ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM**
- AHCCCS Solutions Center**
- PROVIDER USER GUIDE**
- VIEW THE HEALTH PLAN USER GUIDE**
- For Providers**: AHCCCS providers may appeal actions taken on Provider Participation Agreements, Targeted Investments, Hospital Assessments, or the Imposition of a Civil M...
- For Members**: AHCCCS members who are not enrolled in a health plan may submit an appeal about an AHCCCS decision. These appeals are requests to review the denial, reduction, s...
- For Health Plans**: AHCCCS Health Plans can submit State Fair Hearing Requests to the AHCCCS Administration

Homepage Orientation - 4

The screenshot shows the AHCCCS Solutions Center homepage. At the top, there is a navigation bar with links for OpenBooks, Ombudsman-Citizens Aide, Register to Vote, az.gov, and Fraud Prevention. Below this is a purple header with the AHCCCS logo and a navigation menu containing 'SERVICES' (highlighted with a yellow box) and 'NEWS'. A search bar is located in the center of the page with the placeholder text 'How can we help you today?'. Below the search bar are three service categories: 'For Providers' (grey box), 'For Members' (grey box), and 'For Health Plans' (blue box). The 'SERVICES' menu item and the three service category boxes are highlighted with a yellow border. Two white callout boxes with blue text provide additional information about accessing services.

OpenBooks Ombudsman-Citizens Aide Register to Vote az.gov Fraud Prevention

ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

My Requests MB

SERVICES NEWS

Feedback

AHCCCS Solutions Center

are to help providers streamline how they interact with AHCCCS. Currently, Providers can submit new FFS Claims Disputes and [PROVIDER USER GUIDE](#)

Health Plans can submit Health Plan Hearing Requests. [VIEW THE HEALTH PLAN USER GUIDE](#)

How can we help you today? 🔍

For Providers
AHCCCS providers may appeal actions taken on Provider Participation Agreements, Targeted Investments, Hospital Assessments, or the Imposition of a Civil M...

For Members
AHCCCS members who are not enrolled in a health plan may submit an appeal about an AHCCCS decision. These appeals are requests to review the denial, reduction, s...

For Health Plans
AHCCCS Health Plans can submit State Fair Hearing Requests to the AHCCCS Administration

Access services specific to your needs, based on services you have been approved for and whether you are logged in or not; boxes will appear blue when you have access.

Access services specific to your needs, based on services you have been approved for and whether you are logged in or not

Homepage Orientation - 5

Scroll down to...

News

[Browse all News](#)



Arizona Health Care Cost Containment System (AHCCCS) Administration

The Arizona Health Care Cost Containment System (AHCCCS) Administration is currently transitioning to the ServiceNow system, the AHCCCS Solutions Center – Managed Care Organization and Healthcare Provider Hearing Request(s) and Fee-For-Service Claims Disputes Application.

[Read more](#)



Read the latest news

Quick Links



[AHCCCS News](#)



[AHCCCS Online Portal](#)



[AHCCCS Provider Enrollment Portal](#)



[AHCCCS.gov](#)



[Am I Eligible for Medicaid](#)



[Apply for Medicaid \(HEAPlus\)](#)



[EDI Portal](#)



[Quality of Care Reporting](#)

Follow links to key websites

Homepage Orientation - 6

Keep scrolling to...

Policies

[AHCCCS Privacy Policy](#)

[Accessibility Policy](#)

About

[Contact Us](#)

Help

[IT Issue?](#)



[Learn about
AHCCCS](#)

[Submit an IT
issue case](#)

[Follow AHCCCS
on social media](#)

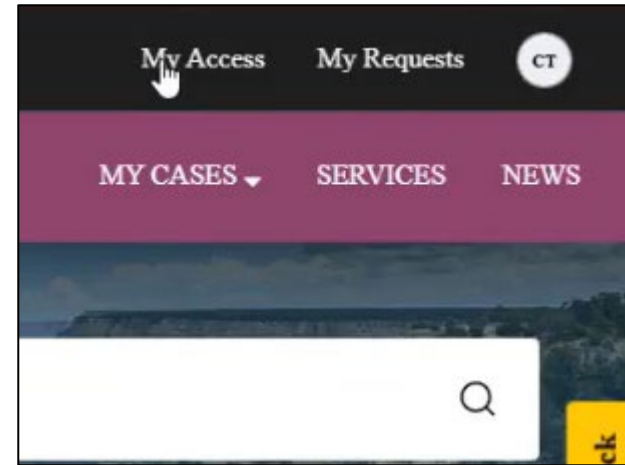
Access Health Plan Services



Accessing Health Plan Services

Once you have created an account and are logged into the AHCCCS Solutions Center [here](#) you need to complete the Access to Services form under the “My Access” tab on the homepage. By providing a registration code affiliated with your Health Plan, you will be able to access Health Plan Services.

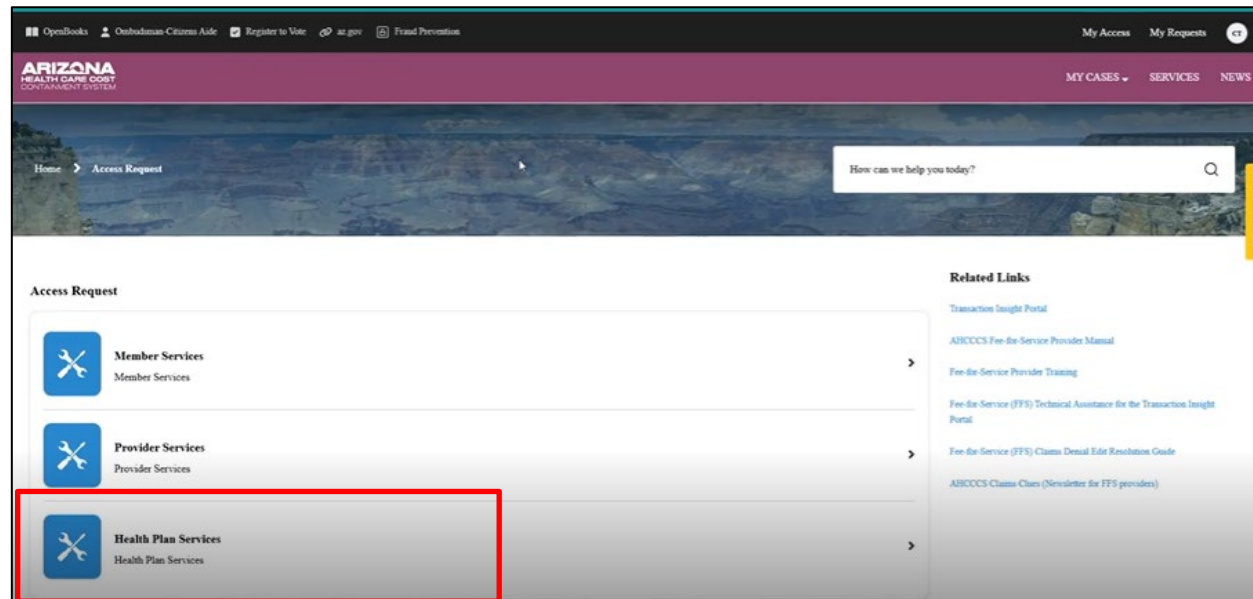
Once you have logged in to the AHCCCS Solutions Center, select “My Access” on the top right corner of the home page.



Accessing Health Plan Services

Select “Health Plan Services” to request access to services for health plans.

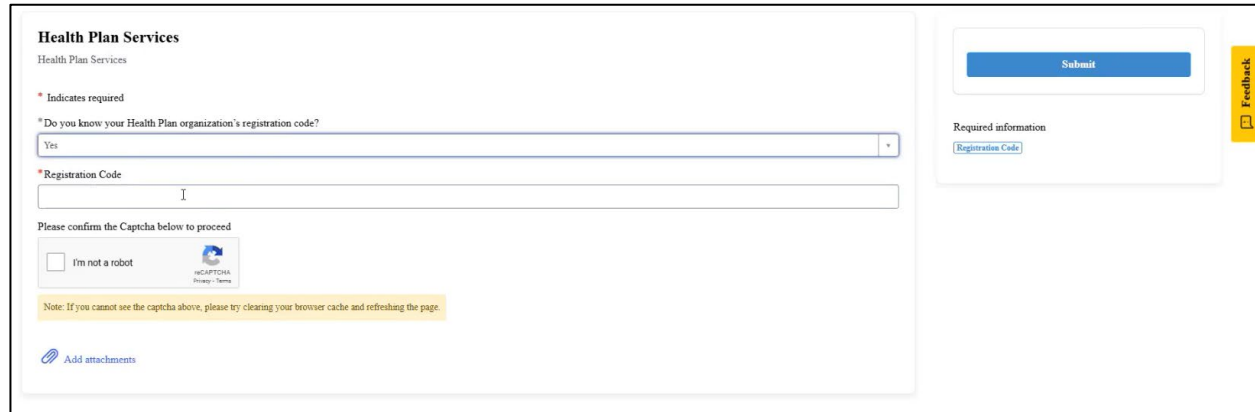
NOTE: You can request access for additional services, as applicable.



The screenshot displays the Arizona Health Care Cost Containment System website. The top navigation bar includes links for OpenBooks, Onholdman Citizens Aide, Register to Vote, az.gov, and Fraud Prevention. The main header features the ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM logo and navigation options for MY CASES, SERVICES, and NEWS. A search bar is present with the text "How can we help you today?". The breadcrumb trail shows "Home > Access Request". The main content area is titled "Access Request" and contains three service categories: Member Services, Provider Services, and Health Plan Services. The "Health Plan Services" category is highlighted with a red border. To the right, a "Related Links" section lists various resources such as Transaction Insight Portal, AHCCCS Fee-for-Service Provider Manual, and Fee-for-Service (FFS) Claims Denial Edit Resolution Guide.

Accessing Health Plan Services

To receive access to Health Plan Services, you will need the AHCCCS Solutions Center registration code for your Health Plan. Contact the AHCCCS Solutions Center primary account holder within your organization to obtain this code.



The screenshot shows a web form titled "Health Plan Services". The form includes a "Submit" button, a "Feedback" link, and a "Required information" section with a "Registration Code" field. The main form area contains a dropdown menu for "Do you know your Health Plan organization's registration code?" with "Yes" selected, a text input field for "Registration Code", a CAPTCHA section with "I'm not a robot" and "Please confirm the Captcha below to proceed", and an "Add attachments" link. A note at the bottom of the CAPTCHA section reads: "Note: If you cannot see the captcha above, please try clearing your browser cache and refreshing the page."


Health Plan Services
Health Plan Services

* Indicates required

* Do you know your Health Plan organization's registration code?
Yes

* Registration Code
I

Please confirm the Captcha below to proceed

I'm not a robot  [View Terms](#)

Note: If you cannot see the captcha above, please try clearing your browser cache and refreshing the page.

[Add attachments](#)

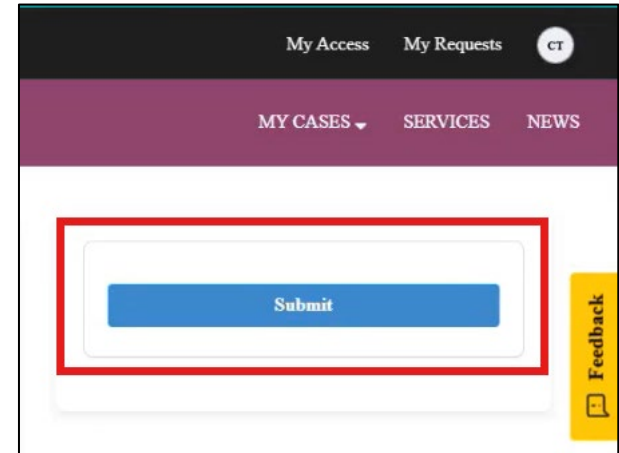
[Submit](#)

Required information
[Registration Code](#)

[Feedback](#)

Accessing Health Plan Services

Once you have entered the requested information, click the blue “Submit” button on the right side of the screen to process your request. You will receive an error message if the information does not match our records.



Accessing Health Plan Services

When your request has been submitted and processed, you will see a pop-up message and a confirmation page with the details for the AHCCCS Solutions Center case for that request.

The screenshot displays the AHCCCS Solutions Center interface. At the top, a blue notification bar reads "Thank you, your request has been submitted." with a "Learn More" link. Below this is a navigation bar with links for "OpenLocks", "Ombudsman-Citizen's Aide", "Register to Vote", "az.gov", and "Fraud Prevention". The main header features the "ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM" logo and navigation options for "MY CASES", "SERVICES", and "NEWS".

The main content area shows a case summary for "Health Plan Services" with the ID "CS0001353". It includes a table with the following details:

Business	Contact
Koyrook	Cole Test

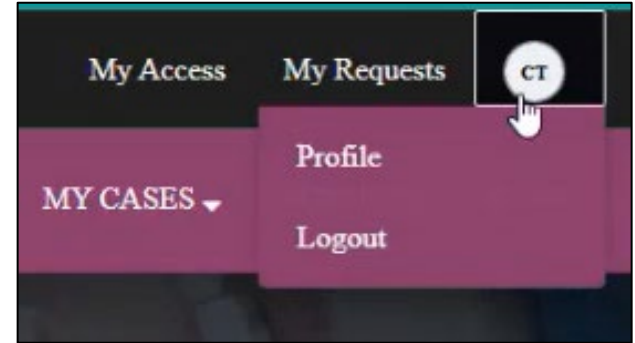
Below the table is a "Health Plan Services" section with a text input field "Type your message here..." and a "Send" button. A confirmation message is displayed below the input field:

CT Cole Test
2025-01-17 11:18:14 AM
CS0001353 Created

Additional elements include a "Feedback" button on the right side and a "Created just now" status indicator.

Accessing Health Plan Services

Now you will need to sign out and sign back into your account to complete this process.



Accessing Health Plan Services

Navigate to the “Services” page on the menu to see the services offered for Health Plans.



Hearings and Appeals



Health Plan Hearing Request

Use this form to submit Health Plan Hearing Request



Related Articles

[DFSM Fee-for-Service \(FFS\) Claims Denial Edit Resolution Guide](#)

[Claims Customer Service](#)

[AHCCCS Fee-For-Service \(FFS\) Technical Assistance Documents](#)

[AHCCCS Provider Enrollment Applications](#)

Accessing Health Plan Services

On the home page, you can navigate to the EDI Portal as shown below

OpenBooks Ombudsmen-Citizens Aide Register to Vote az.gov Fraud Prevention My Access My Requests

ARIZONA
HEALTH CARE COST
CONTAINMENT SYSTEM

MY CASES SERVICES NEWS

Arizona Health Care Cost Containment System (AHCCCS) Administration

The Arizona Health Care Cost Containment System (AHCCCS) Administration is currently transitioning to the ServiceNow system, the AHCCCS Solutions Center – Managed Care Organization and Healthcare Provider Hearing Request(s) and Fee-For-Service Claims Disputes Application.

[Read more](#)

Feedback

Quick Links

- AHCCCS News
- AHCCCS.gov
- EDI Portal
- AHCCCS Online Portal
- Am I Eligible for Medicaid
- Quality of Care Reporting
- AHCCCS Provider Enrollment Portal
- Apply for Medicaid (HEAPlus)

View your menu of Services



Health Plan Hearing Request

This section walks through how to submit a Health Plan Hearing Request via the AHCCCS Solutions Center.

Hearings and Appeals



Health Plan Hearing Request

Use this form to submit Health Plan Hearing Request

Health Plan Hearing Request

The description at the top of the intake form lists the documents that must be attached before submitting.

Health Plan Hearing Request

Use this form to submit Health Plan Hearing Request

Health plans may submit a managed care appeal on behalf of an enrolled member or provider when the member or provider disagrees with the health plan's decision after the initial appeal.

Note: Hearing requests shall be submitted with the following:

- Notice of Appeal Resolution or Notice of Decision
- Appeal or Claim Dispute
- Notice of Action for member Appeals
- Signed Appointment of Representative for member Appeals

Health Plan Hearing Request

Identify if you are requesting a member hearing or provider hearing. The information required to submit the form will change based on your response.

* Indicates required

Is this request for a member hearing or provider hearing?

Provider

|

Member

Provider

Health Plan Hearing Requests

If you select “**Member Hearing**”, complete the member information.

* Indicates required

Is this request for a member hearing or provider hearing?

* First Name

AHCCCS ID

* Last Name

DOB

* Street

* Email 

* City

* Phone number

* State

* Zip Code



Health Plan Hearing Requests

If you select “**Member Hearing**”, check the boxes if they apply:

Options

- Representation Required?
- Expedited Member Appeal?

Health Plan Hearing Requests

If you select “**Member Hearing**”, if “**Representation Required**” applies, complete the information for the Member Representative:

Options

- Representation Required?
- Expedited Member Appeal?

Member Representative :

* First Name

* Last Name

* DOB

* Street

* City

AHCCCS ID

* Email 

* Phone Number

* State

* Zip Code

Health Plan Hearing Requests

If you select “**Member Hearing**”, if “**Expedited Member Appeal**” applies, confirm that your request meets the 3 required conditions:

ahcccsdev.servicenowservices.com says

When one or more of 3 conditions exist the contractor shall request an appeal be expedited:

1. The contractor receives a request for an appeal from an enrollee and the contractor determines that taking the time for a standard resolution could seriously jeopardize the enrollee's life or health, or ability to attain, maintain, or regain maximum function.
2. The contractor receives a request for an expedited appeal from an enrollee supported with documentation from the provider that taking the time for a standard resolution could seriously jeopardize the enrollee's life or health, or ability to attain, maintain, or regain

OK

ahcccsdev.servicenowservices.com says

enrollee supported with documentation from the provider that taking the time for a standard resolution could seriously jeopardize the enrollee's life or health, or ability to attain, maintain, or regain maximum function.

3. The contractor receives a request for an expedited appeal directly from a provider, with the enrollee's written consent, and the provider indicates that taking the time for a standard resolution could seriously jeopardize the enrollee's life or health, or ability to attain, maintain, or regain maximum function.

Reference: Ariz. Admin. Code § 9-34-214

OK

Billed Amount

Health Plan Hearing Requests

If you select “**Member Hearing**”, complete the Dispute Information section.

Dispute Information

*Health Plan Contractor Dispute Number

Date Request for Hearing Received

Date of Service Start

Date of Service End

Dispute Issue Category

Billed Amount

*Issue to be Heard at Hearing

*Legal Citation

*Date of Decision

Please confirm the Captcha below to proceed

I'm not a robot [Privacy](#) [Terms](#)

Health Plan Hearing Requests

If you select “**Provider Hearing**”, complete the Provider and Member information:

Provider Information

*Tax Identification Type



- None --
- Provider
- Provider Organizations

Member Information

*First Name

*Last Name

*AHCCCS Member ID

Email

Representation required?



Health Plan Hearing Requests

If you select “**Provider Hearing**”, and the Provider requires representation, check the box next to “**Representation required?**” to complete the Provider Representative contact information.

Representation required?

Representation required?

Provider Company/Law Firm :

Company/Law Firm

Provider Representative :

*First Name

*Email 

*Last Name

*Phone Number

*Street

*State

*City

*Zip Code

Health Plan Hearing Requests

If you select “**Provider Hearing**”, complete the Dispute Information.

Dispute Information

*Health Plan Contractor Dispute Number

*Date Request for Hearing Received ⓘ

*Date of Service Start ⓘ

*Date of Service End ⓘ

*Dispute Issue Category ⓘ

*Billed Amount


*Issue to be Heard at Hearing ⓘ

*Legal Citation ⓘ

*Date of Decision ⓘ

Please confirm the Captcha below to proceed


 I'm not a robot  [Privacy](#) - [Terms](#)

Health Plan Hearing Requests

If you select “**Provider Hearing**” or “**Member Hearing**”, click the paper clip on the bottom right corner to attach the required forms.


Please confirm the Captcha below to proceed

I'm not a robot

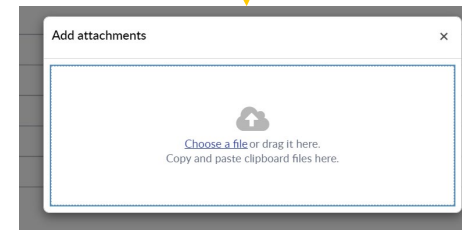


reCAPTCHA
Privacy - Terms

Submit

 * Add attachments

- Note:** Hearing requests shall be submitted with the following:
- Notice of Appeal Resolution or Notice of Decision
 - Appeal or Claim Dispute
 - Notice of Action for member Appeals
 - Signed Appointment of Representative for member Appeals



Health Plan Hearing Request - Tips

Be sure to select “OK” in order to submit a date. If your screen/window is small, you may have to scroll down to see the “OK” option.

* Authorization End

YYYY-MM-DD

< September 2024 >

Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	31
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

Cancel OK

Health Plan Hearing Request - Tips

Click the “?” icon to reveal the help text for each question.

* Dispute Issue Category ?

-- None --

* Issue to be Heard at Hearing ?

* Legal Citation ?

* Date of Decision ?

YYYY-MM-DD



* Dispute Issue Category ?

Select the category for this dispute from the menu options ✕

-- None --

* Issue to be Heard at Hearing ?

Reason for the hearing request ✕

* Legal Citation ?

What are the legal grounds for not upholding the decision? ✕

* Date of Decision ?

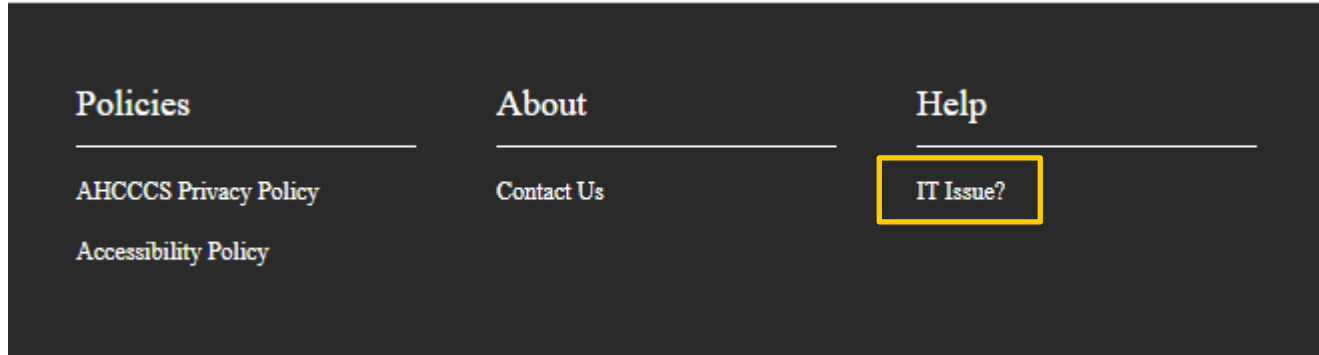
Date decision letter was issued ✕

YYYY-MM-DD

Report an IT Issue

All Provider types can report an IT Issue by clicking on “IT Issue?” in the footer.

You have this ability whether you are logged in or logged out of the AHCCCS Solutions Center, regardless of if you have created an account or not.



Report an IT Issue

To report any AHCCCS IT related issue, complete the information requested and press submit.

As with all requests, you can go to “Your Cases” or “See My Requests” on the homepage to track the status of the case.



Report an IT Issue
Please use this form to report any AHCCCS IT related issues you are experiencing

Use this form to report any AHCCCS IT related issues you are experiencing

* Indicates required

Urgency ⓘ
-- None --


* Category
-- None --

* Contact Email

* External Callback Number ⓘ
Please enter a 10-digit phone number containing only numbers. ✕

* Please describe your issue below ⓘ

Please confirm the Captcha below to proceed

I'm not a robot  reCAPTCHA
Privacy - Terms

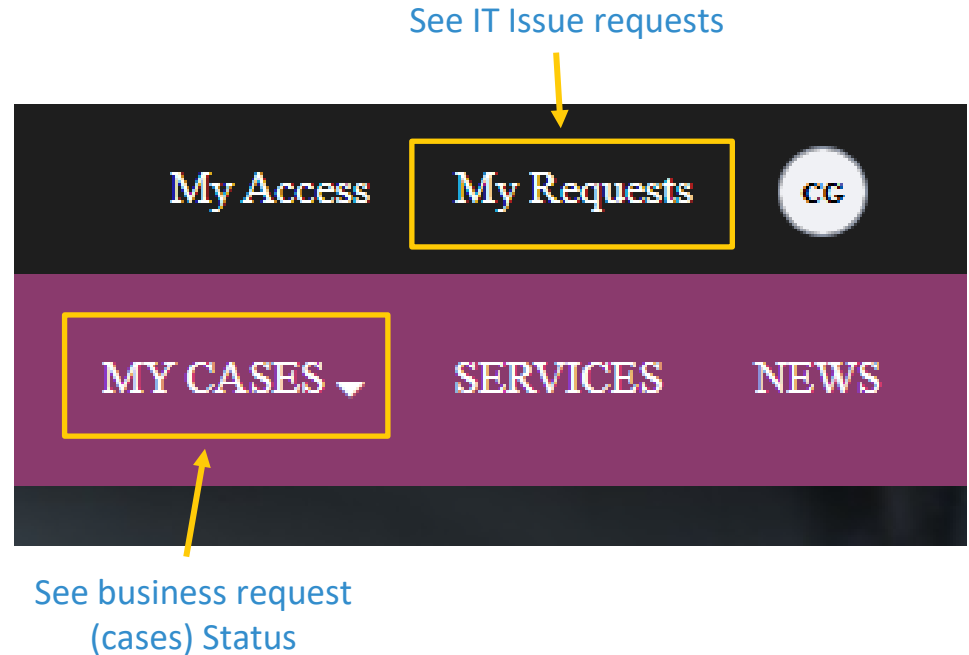
Submit

View your requests



Real Time Status for Customers

From the AHCCCS Solutions Center, customers will be able to see the status of their business requests (cases) by clicking on “My Cases”. They will be able to see the status of their IT issue requests by clicking “My Requests”.



Real Time Status for Customers

Customers can view all of the requests (cases) they have submitted, see relevant details, and check the status via the “State” column.

They can also click into the active cases and see more details about the case.

Filter By

Select Business ▾

Select Provider ▾

Select State ▾

Select Priority ▾

Government Service Cases (3)

Number	Description	Business	Provider	State	Priority	Opened	Updated
PRV0001559	Provider Appeal			Draft	4 - Low	2024-09-23 02:16:50 PM	2024-09-23 02:16:51 PM
PRV0001558	Provider Appeal			New	4 - Low	2024-09-23 02:01:44 PM	2024-09-23 02:07:45 PM
PRV0001560	Provider Appeal			Draft	4 - Low	2024-09-23 02:31:24 PM	2024-09-23 02:31:26 PM

Showing 1-3 of 3

Real Time Status for Customers

Below are the various status options that displayed the “State” column and the stages they occur during the workflow process.



Beginning

- Draft
- Open
- New



Middle

- Work in Progress
- Awaiting Info
- Inspection in progress
- Work Assignment in Progress
- Ready for Decision



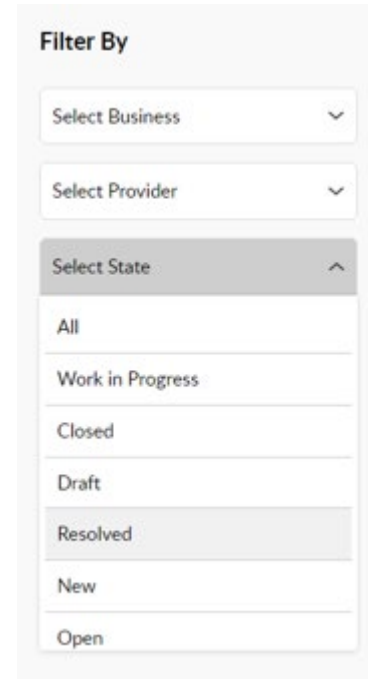
End

- Cancelled
- Closed
- Resolved

Real Time Status for Customers

Customers can select the down arrows in the “Filter By” section to select the specific type of requests to display.

For example, a Provider Representative may filter by “Provider” to view the requests submitted on behalf of a specific provider that are resolved.



Filter By

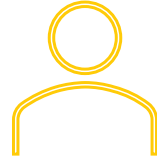
Select Business ▼

Select Provider ▼

Select State ▲

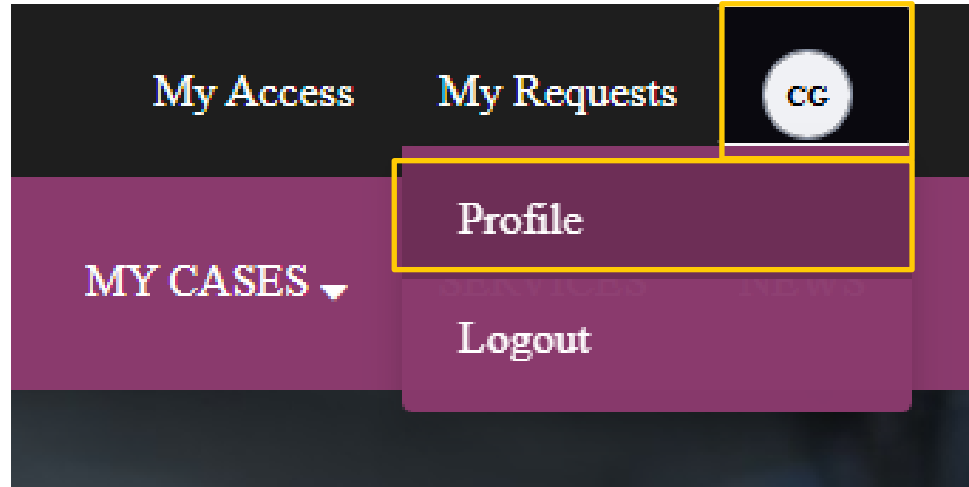
- All
- Work in Progress
- Closed
- Draft
- Resolved
- New
- Open

Update your account Profile



Profile Orientation - 1

When you are logged in, go to the top right corner of the homepage to select the round icon with your initials. You will have the option to view your Profile.



Profile Orientation - 2

You can complete your profile by uploading a picture, adding a title and bio. Select “Empty” to add your title and bio; then click “Save”.

My Support Profile

The screenshot displays the 'My Support Profile' interface. On the left, a circular profile picture placeholder contains a black person icon, with a yellow-bordered 'Upload Picture' button below it. To the right, the profile name 'Ben Chang' is shown above two input fields: 'Title (Empty)' and 'Bio (Empty)', both highlighted with yellow boxes. A modal dialog is open in the foreground, showing a 'Title' input field and two buttons: 'Cancel' and 'Save', with the 'Save' button highlighted by a yellow box.

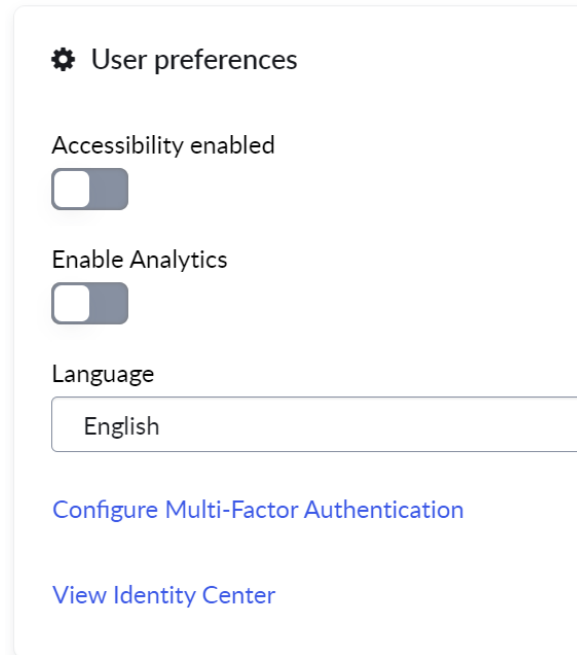
Profile Orientation - 3

You can update your contact information by clicking on a field, making the change, and then clicking “Save”.

The image displays two screenshots of a user profile page. The left screenshot shows the 'About' section with the following fields: First name (Ben), Last name (Chang), Email (benchang@test.com), Business phone (1231231231), Mobile phone, Notification (Enable), and User ID (benchang@test.com). The email field is highlighted with a yellow border. The right screenshot shows the same page with a modal dialog for updating the email. The modal has a title '* Email' and a text input field containing 'benchang@test.com' with an email icon to its right. Below the input field are two buttons: 'Cancel' and 'Save'. The 'Save' button is highlighted with a yellow border.

Profile Orientation - 4

You can update your user preferences as desired.



The screenshot shows a 'User preferences' settings panel. It includes three toggle switches: 'Accessibility enabled' (disabled), 'Enable Analytics' (disabled), and 'Language' (set to 'English'). Below the toggles are two blue links: 'Configure Multi-Factor Authentication' and 'View Identity Center'.

⚙️ User preferences

Accessibility enabled

Enable Analytics

Language

English

[Configure Multi-Factor Authentication](#)

[View Identity Center](#)



Thank you