

## CLAIMS CLUES

A Publication of the AHCCCS Division of Fee-For-Service-Management

December 2016

**Reminder: AHCCCS will be closed  
January 2, 2017 (Monday) to observe New Year's Day.**

The claims payment schedule for the week of January 2, 2017 will have a one day delay due to the holiday.

### Non-Emergency Medical Transportation (NEMT)

Fee-For-Service (FFS) Prior Authorization (PA) Changes:

- ❖ **Effective Dates of Service January 1, 2017** Non IHS/638 NEMT providers transporting TRBHA members over 100 miles, one way or round trip, must receive prior authorization for the transport. Behavioral health transports must be to and from a covered behavioral health service. Prior Authorization requests:

1. Must be submitted prior to service delivery in order to be considered timely.
2. Must contain a valid behavioral health diagnosis.
3. Should be submitted using the AHCCCS Online system.

Refer to this BH NEMT Work Flow chart:



BHS NEMT Work  
Flow.pdf

- ❖ In an effort to manage an increased volume of calls received in the FFS Prior Authorization area, the following changes will occur immediately:

1. FFS PA staff will limit provision of authorizations by phone to services related to pending hospital discharges.

- It is preferred that providers enter requests using the AHCCCS Web Portal at:

<https://azweb.statemedicaid.us/Account/Login.aspx?ReturnUrl=%2f>

- Requests can also be submitted by fax 24hrs a day/7 days a week. All faxed requests *must* be accompanied by a FFS form as the coversheet. FFS forms can be obtained at: <https://www.azahcccs.gov/PlansProviders/RatesAndBilling/FFS/priorauthorizationforms.html>.

2. FFS PA staff will not provide member eligibility or authorization status by phone as this information is available online 24 hours a day/7 days a week at: <https://azweb.statemedicaid.us/Account/Login.aspx?ReturnUrl=%2f>.

Providers requiring training on how to submit authorizations using the AHCCCS Web Portal can request training by emailing a training request to: [ProviderTrainingFFS@azahcccs.gov](mailto:ProviderTrainingFFS@azahcccs.gov).

## DFSM Training Schedule

On **Thursday January 12, 2017**, the Division is offering a training session for IHS/638 providers on National Drug Code (NDC) from 1:30 PM -3:30 PM at 701 East Jefferson Street, Phoenix AZ 85034 in the Gold Room, located on the 3<sup>rd</sup> floor.

The IHS/638 Quarterly Forum scheduled for **Thursday January 19, 2017**, will be from 1:30 PM -3:00 PM at 701 East Jefferson Street, Phoenix AZ 85034 in the Gold Room, located on the 3<sup>rd</sup> floor.

To sign up for training sessions and to receive notifications, please sign up for ListServ Notifications. For directions on how to sign up to receive ListServ Notifications, please click the following link here: <https://www.azahcccs.gov/PlansProviders/AHCCCSlistserve.html>

## Contacts and Links:

- For technical assistance regarding claims issues and training, please email [ProviderTrainingFFS@azahcccs.gov](mailto:ProviderTrainingFFS@azahcccs.gov)
- Dental authorization requests containing Radiographs should be mailed, with a completed FFS Authorization Request Form to:

AHCCCS DFSM – Prior Authorization: Dental  
Mail Drop # 8900  
701 E. Jefferson Street  
Phoenix, AZ 85034

- Fee-For-Service Authorization Request Forms can be found at: <https://www.azahcccs.gov/PlansProviders/RatesAndBilling/FFS/priorauthorizationforms.html>

- 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 questions regarding the provider registration process, please call 602-417-7670. Applications can be faxed to 602-256-1474.
- For technical assistance with your AHCCCS online web portal, please call AHCCCS ISD Customer Support Desk at 602-417-4451