

August 2023

Important: Effective June, 9, 2023 Provider Moratorium

Behavioral Health Outpatient Clinic (77), Integrated Clinic (IC), Non-Emergency Medical Transportation (28), Community Service Agency (A3) and Behavioral Health Residential Facility (B8)

In accordance with Section 42 CFR 455.470, I, Carmen Heredia, Director of the Arizona Health Care Cost Containment System (AHCCCS), will implement for 6 months a statewide moratorium on the enrollment of Behavioral Health Outpatient Clinic (IC), Integrated Clinic (IC), Non-Emergency Medical Transportation (28), Community Service Agencies (A3), and Behavioral Health Residential Facility (B8) providers.



This moratorium will expire on December 9, 2023. At the Director's (or designee) discretion, this moratorium exempts provider enrollment applications under any of the following circumstances:

1. Medically Underserved Service Area and access to care with review and approval by State Medicaid Agency,
2. Service expansion in support of a State Medicaid Agency initiative,
3. At the request of an AHCCCS contracted managed care plan to ensure that access to care standards (i.e., time and distance) are not out of compliance, or
4. Additional exemptions as appropriate and as needs are identified. This moratoria was approved by the Centers for Medicare and Medicaid Services (CMS) and shall be effective on June 9, 2023.

This action is necessary to safeguard AHCCCS members, public funds and to maintain the fiscal integrity of the AHCCCS program.

Important: Behavioral Health Billing Codes Documentation Requirements

DFSM released a updated billing and documentation communication on July 14, 2023. The communication listed current HCPCS codes that require the submission of the "consent to treat form, treatment plan, progress notes and all medical documentation for all services billed on the claim submission. We have provided the link to the copy of this memo release in a training presentation format.

[**Memo Release Date July 14, 2023 Outpatient Behavioral Health Billing Codes**](#)

The [DFSM Claims Clues](#) is a monthly newsletter that provides information about changes to the program, system changes/updates, billing and FFS policies.

Claims, Prior Authorization and Provider Enrollment inquires:

The Division of Member and Provider Services (DMPS) manages the service calls for AHCCCS Fee-for-Service. DMPS can assist providers with prior authorizations, claim inquires and status and provider registration (APEP) questions and processes.

The hours of operation are Monday – Friday, 7:30am-5:00pm (602-417-7670).

AHCCCS Provider Enrollment Portal

(APEP): Questions regarding provider-related enrollment, policy, or APEP user issues email APEPTrainingQuestions@azahcccs.gov. Your email will automatically create a service ticket to Provider Enrollment for assistance.

AHCCCS Warrants - For questions about Warrants, paper EOBs or Electronic Fund Transfers (EFT), contact the Division of Business & Finance (DBF) at (602) 417-5500.

835 Electronic Remittance Payment Sign Up (Remittance Advice Sign Up/835)

Contact: ServiceDesk@azahcccs.gov or call (602) 417-4451

Transaction Insight Portal (TIBCO/TI) users, for account creation, to add additional users, or for password resets please make sure to use the following email address: servicedesk@azahcccs.gov

Training materials for FFS Providers and upcoming Provider Training Sessions can be found on the [DFSM Provider Training Web Page](#).

For provider training questions please outreach the Provider Training Team via email at ProviderTrainingFFS@azahcccs.gov

COVID FAQ: [FAQ COVID Fact Sheet](#)

Provider Type 02 Hospital - Prior Authorization Submission Reminders

Hospitals must submit a complete prior authorization request and receive a provisional affirmation decision as a condition of payment. DFSM has noticed an increase in prior authorization submissions from acute care hospitals that are **Incomplete**. An incomplete PA request is one that is missing the **Event and or Activity information or both**.

The Prior Authorization submission process has three steps that must be completed.

- Case Creation
- Event Type
- Activity Type

Providers must submit prior authorization requests via the AHCCCS Online Provider portal and include all relevant medical documentation that will allow the PA team to make a decision.

AHCCCS Online Provider Portal Password Reset Requests

The provider training team cannot assist with resetting a password. Password reset requests must be sent to ServiceDesk@azahcccs.gov or providers may use the “Password” reset option.



AHCCCS Online Provider Portal Registering Under the Group Billing Provider (01) NPI

Registering or setting up the account under the Group Billing Provider type (01) NPI is the easiest way to add multiple service providers to the group.

To use the AHCCCS Online Provider Portal, you must have an active account. Accounts are created by the user and not assigned by AHCCCS. Access to use the AHCCCS Online Provider Portal is only available to providers that are enrolled with AHCCCS Fee-for-Service and have an active account. The account administrator (Master Account holder) will have the ability to grant system access to users.

- URL AHCCCS Online Portal <https://azweb.statemedicaid.us/Help/LearnMore.aspx>
- To create an account, click on the Register link under the “New Account” menu and follow the prompts.

You will only have access to view your organization’s claims and prior authorizations by the individual under which the account is created, or an affiliated provider.

For privacy reasons, providers are restricted from viewing claims and prior authorizations submitted by other providers, unless a provider **group affiliation is established**.

How to Register Your Group Billing Account On the AHCCCS Online Portal

Creating an account under a Group Billing NPI (provider type 01), rather than under each individual service provider NPI, will allow the account holder to view and submit claims and prior authorizations for all providers associated with the Group Billing NPI and related Tax Identification number (TIN). This association is often created for multiple service providers that are employed by a group practice (PT 01) and are using the same TIN. The service provider must have a valid Group Billing Affiliation on file with the specific group billing provider.

Getting Started:

Using the AHCCCS Online Provider Portal, verify the following information:

- Verify that each individual service provider is assigned the same Tax ID number as the Group Billing provider and is linked to the Group Billing ID.

To set up the Group Billing account, the Master Account holder must register an AHCCCS Online account under the Group Billing NPI and related Tax ID. Setting up the registration in this manner will link the individual service provider(s) NPI to the group billing provider NPI on the AHCCCS Online Provider portal. Once these steps are completed, the service provider’s NPI will show in the “drop-down” box for you to us.

How to Verify if the Service Provider is linked to the Group Billing Provider

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| Claim Status |
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| Electronic Fund Transfer (EFT) Enrollment |
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| Provider Verification |

1. Select Provider Verification.
2. Enter the Group Billing NPI.
3. Select search option.
4. Click on the Provider/Group/CCA Affiliations tab. Under the heading Provider Affiliations, you will see all providers that have a group billing affiliation on file under the group billing NPI.

Provider Verification: Provider/Group/CCA Affiliations Print

[Provider Search](#) | [Provider Demographic](#) | **[Provider/Group/CCA Affiliations](#)** | [Service Categories](#)

Enrollment Info

| | |
|--|--|
| Provider: Group Billing Provider Name NPI: 1234567890 Provider Type: 01 GROUP-PAYMENT ID | Provider Status: A ACTIVE Enroll Beg Date: 06/13/2009 Enroll End Date: |
|--|--|

Provider Affiliations

| Provider ID | Provider Name | Begin Date | End Date |
|-------------|---------------|------------|----------|
| 000001 | Jones/Tom | 08/15/2022 | |
| 000002 | Jones/Mary | 04/03/2020 | |

After verifying the service provider NPI is linked to the group billing NPI, go to the AHCCCS Online Provider Portal and select Register for an AHCCCS Online account, remember to use the Group Billing NPI number.

Important Master Account Holder Changes

Master account holders who are planning to leave the organization should make sure **BEFORE** they leave to designate another account holder to a Master Account status to prevent disruption in service for the provider.

Notification of Account Access by the United States Postal Service (USPS)

When a **MASTER** account is created you will be prompted to select the address from the drop-down list which contains the valid addresses on record with AHCCCS for your provider ID number.

- You must select the address for the location in which you receive mail.
- The authentication code will be mailed to you via USPS the following business day.

The authentication code is necessary to activate the Master account for the first time, without this code you cannot sign on to the Online portal. If you have not received the letter with your authentication code within five to seven business days, please submit a service ticket request to Customer Support Center at servicedesk@azahcccs.gov. Please do not include personal or sensitive information such as usernames or passwords.

*(NOTE: As a security protocol, AHCCCS will **NOT** provide the activation code via text, email, phone call or fax).*

15 Day Activation Time Limit

The **authentication code** must be entered exactly as it appears in the letter (upper/lower case/numbers/special characters). If the Master account is not activated within 15 days of creation, it will be deleted from our system. During this time, no other Master accounts can be created and do not attempt to create a Master account unless you are authorized to do so as

90 Day Account Lockout

If the Master account is not accessed for more than 90 days, the account will automatically be locked. The master account holder will receive email alerts that will be sent to the email address registered with the account, prior to the account being locked.

Creating Multiple Master Accounts

To create additional Master accounts, an existing Master account holder simply promotes an Individual account to a Master. Once the Master account is activated, the Master account holder will have the ability to activate new Individual accounts.

- All Master account holders will receive an email each time an Individual account is created. This email is sent to notify the Master that the account was created and is awaiting activation.
- If an active Master account does not exist for a given provider, Individual accounts cannot be created.

Individual Account Information

Individual accounts can be created regardless of whether a master account already exists for a provider. However, you cannot use an individual account until a master account holder activates it.

When the registration process is completed for an Individual account holder, **an email will be sent to the Master account holder(s) for the same provider**, if a Master account exists. The purpose of the email is to notify the Master account holder(s) that a new Individual account has been created and is awaiting activation.

- The account will remain inactive for up to 120 days unless it is activated by a Master account holder.
- If the 120 days expires without activating the account, it will be deleted from our system.