Help Line Directory

For information related to **member eligibility and enrollment**:
AHCCCS Eligibility Interactive Voice Response System (IVR)
   Phoenix area: (602) 417-7200
   In state: 1-800-331-5090
AHCCCS Eligibility Verification Unit
   Phoenix area: (602) 417-7000
   All others: 1-800-962-6690 (In state)
   1-800-523-0231 Ext. 6024177000 (Out of state)

For **prior authorization** for certain services and information about these services:
AHCCCS Prior Authorization Unit (Monday - Friday 8:30 a.m. - 4:30 p.m.)
   Phoenix area: (602) 417-4400
   In State (Outside Maricopa County): 1-800-433-0425
   Out of State: 1-800-523-0231 Ext. 6024174400 (or ask for the PA area)
   Fax # (general) - (602) 256-6591
   Fax # (transportation providers only) – (602) 254-2431

For information related to **provider enrollment**:
AHCCCS Provider Assistance Unit
   Phoenix area: (602) 417-7670 (Option 5)
   In State (Outside of Maricopa County): 1-800-794-6862
   Out of State: 1-800-523-0231 Ext. 6024177670 (Option 5)
   Email: APEPTrainingQuestions@azahcccs.gov

If you have **questions related to claims in process and/or billings**:
** See Claims Status information below (automated process)**
AHCCCS Claims Customer Service Unit
   Phoenix area: (602) 417-7670 (Option 4)
   Out of State: 1-800-523-0231, Ext. 6024177670 (Option 4)

For **information about covered services please email**:  
AHCCCS Office of Medical Policy and Programs  
DHCMContractsandPolicy@azahcccs.gov.

For **information about electronic claims Submission or Electronic remittance advice SETUP Assistance please email**:  
Electronic Claims Submission Unit  
servicedesk@azahcccs.gov

For **information about electronic claim TRANSMISSION please email**:  
AHCCCS Customer Support  
servicedesk@azahcccs.gov

For **information about “Credit Memos” on Remittance Advice**:
   AHCCCS Division of Business and Finance
   (602) 417-5500
**Claim Status** – AHCCCS has developed a web application (the AHCCCS Online Provider Portal) that allows providers to check the status of claims online. [https://azweb.statemedicaid.us](https://azweb.statemedicaid.us). Customer support for this web application is at 602-417-4451.

If a provider does not have access to the Internet, they may call Claims Customer Service at 602-417-7670 (option 4), 1-800-654-8713 (In State), or 1-800-523-0231, Ext. 6024177670 (Out of State).

**Information regarding submitting claims via the Web** – AHCCCS allows providers to submit Professional, Institutional and Dental claims via the AHCCCS website. Visit [https://azweb.statemedicaid.us](https://azweb.statemedicaid.us). AHCCCS registered providers will need to establish a username and password for login purposes if you have not already established one.