

### Navigating the AHCCCS website

April 10, 2017 Gold Room – 701 (3<sup>rd</sup> Floor) 1:30 p.m. - 2:30 p.m.



### **AHCCCS** Website



### Welcome to Arizona Health Care Cost Containment System (AHCCCS)

Arizona Health Care Cost Containment System (AHCCCS) is Arizona's Medicaid agency that offers health care programs to serve Arizona residents. Individuals must meet certain income and other requirements to obtain services.

Español Diné Biza

1 Enter <u>www.azahcccs.gov</u> in search bar

2 AHCCCS web page is displayed



### AHCCCS INFO TAB

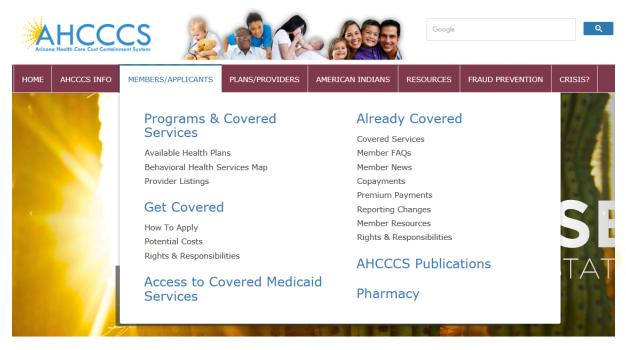


### Welcome to Arizona Health Care Cost Containment System (AHCCCS)

Arizona Health Care Cost Containment System (AHCCCS) is Arizona's Medicaid agency that offers health care programs to serve Arizona residents. Individuals must meet certain income and other requirements to obtain services.



### MEMBERS/APPLICANTS TAB



### Welcome to Arizona Health Care Cost Containment System (AHCCCS)

Arizona Health Care Cost Containment System (AHCCCS) is Arizona's Medicaid agency that offers health care programs to serve Arizona residents. Individuals must meet certain income and other requirements to obtain services.



### PLANS/PROVIDERS TAB







HOME

AHCCCS INFO

MEMBERS/APPLICANTS

PLANS/PROVIDERS

AMERICAN INDIANS

RESOURCES

FRAUD PREVENTION

CRISIS?

#### **AHCCCS Online**

#### **Health Plans**

MCO Update Meetings

Minimum Subcontract Provisions

Reporting Third-Party Liability

ALTCS Electronic Member Change Request (EMCR)

Solicitations & Contracts

Encounters

Reinsurance

Quality Assessment and Performance Improvement Strategy

#### **New Providers**

Freestanding Emergency Department

Provider Registration

Provider Reenrollment

Treat and Refer

Minimum Subcontract Provisions

Enrollment Fee

#### **Current Providers**

Provider Website

Provider Reenrollment

**CRS Referrals** 

ALTCS Electronic Member Change Request (EMCR)

Self Directed Attendant Care

Direct Care Workers

Nursing Facility Information

Hospital Assessment

Provider Survey

Non-Emergency Medical Transportation

EHR Incentive Program

Data Access

Proposition 206

Guides - Manuals - Policies

#### Rates and Billing

Managed Care

Fee-for-Service

Copayments

FQHC & RHC

Hospital Presumptive Eligibility

Hospital Reimbursement

**PCP Parity** 

#### Pharmacy



### AMERICAN INDIANS TAB





Google

Q

номе

AHCCCS INFO

MEMBERS/APPLICANTS

PLANS/PROVIDERS AME

AMERICAN INDIANS

RESOURCES

FRAUD PREVENTION

CRISIS?

#### **Tribal Consultation**

**Executive Order** 

Federal Guidance

Meetings with Tribes and I/T/U

Medical Home Public Notice

Tribal Court Procedures for Involuntary Commitment

American Indian Health Program

Technical Assistance

American Indian Health Facilities

**Applicants** 

Members

**Providers** 

IHS/638 Quarterly Meeting Handouts

Long Term Care Case Management

**Promising Practices** 

**Tribal Relations** 

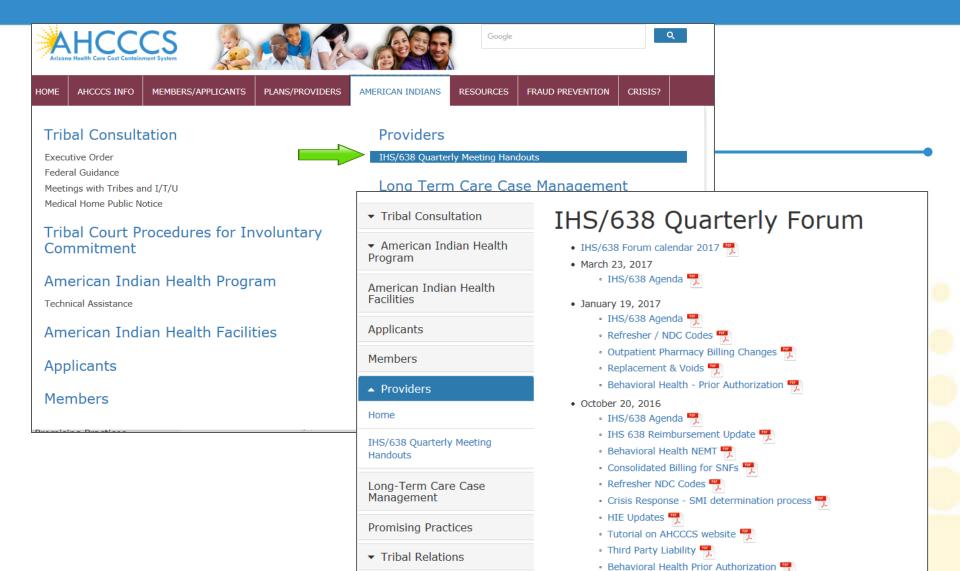
Tribal Liason

Pharmacy

Guides - Manuals - Policies

Arizona Health Care Cost Containment System (AHCCCS) is Arizona's Medicaid agency that offers health care programs to serve Arizona residents. Individuals must meet certain income and other requirements to obtain services.







1 Select "IHS/638 Quarterly Meeting Handouts"

Questions & Answers

Pharmacy



#### Tribal Consultation

**Executive Order** 

Federal Guidance

Meetings with Tribes and I/T/U

Medical Home Public Notice

#### Tribal Court Procedures for Involuntary Commitment

#### American Indian Health Program

Technical Assistance

American Indian Health Facilities |



**Applicants** 

Members

#### **Providers**

IHS/638 Quarterly Meeting Handouts

#### Long Term Care Case Manage

**Promising Practices** 

#### Tribal Relations

Tribal Liason

#### Pharmacy

Guides - Manuals - Policies

#### **GUIDES AND MANUALS** FOR HEALTH PLANS AND PROVIDERS

AHCCCS ALTCS MEMBER CHANGE REPORT USER GUIDE "

AHCCCS CLAIMS DASHBOARD REPORTING

AHCCCS CONTRACTOR OPERATIONS MANUAL (ACOM)

AHCCCS CONTRACTOR GUIDES & MANUALS

AHCCCS ENCOUNTER MANUAL

AHCCCS ENROLLMENT RATE CODES AND VALUES "

AHCCCS FEE-FOR-SERVICE PROVIDER MANUAL

AHCCCS FINANCIAL REPORTING GUIDES

AHCCCS GRIEVANCE AND APPEAL SYSTEM REPORT

AHCCCS GUIDE TO LANGUAGE IN NOTICES OF ACTION (NOA) AND NOA DICTIONARY

AHCCCS IHS/TRIBAL PROVIDER BILLING MANUAL

AHCCCS MEDICAL POLICY MANUAL (AMPM)

AHCCCS PROGRAM INTEGRITY REPORTING GUIDE "



AHCCCS REINSURANCE POLICY MANUAL

AHCCCS REINSURANCE PMMIS TRAINING MANUAL

AHCCCS STRUCTURED PAYMENT TRANSMISSION MANUAL "

AHCCCS TECHNICAL INTERFACE GUIDELINES (TIG)

AHCCCS TELEHEALTH TRAINING MANUAL 🏪 APPENDIX A

Reaching across Arizona to provid BEHAVIORAL HEALTH GUIDES & MANUALS

quality health care for those in need



### RESOURCES TAB





Google

HOME

AHCCCS INFO

MEMBERS/APPLICANTS

PLANS/PROVIDERS

**AMERICAN INDIANS** 

RESOURCES

FRAUD PREVENTION

CRISIS?

#### Oversight of Health Plans

Administrative Actions

Contracted Health Plan Audited Financial Statements

Change in Ownership Activities

Quality and Performance Improvement

Request to Lift Enrollment CAP

#### Governmental Oversight

Federal and State Requirements

Legislative Sessions

Waiver

State Plans

**Budget Proposals** 

Hospital Finance & Utilization Information

Health Plan Report Card

#### Reports

Reports to CMS

Reports to the Legislature

Population Reports

Enrollment Reports by Health Plan

Financial Reports

Behavioral Health Reports

Dashboard

#### Solicitations & Contracts

Solicitations, Contracts & Purchasing

Open Solicitations

Closed Solicitations

Contract Amendments

Contract Amendments

Medicare D-SNP Agreements

Bidders Library

Vendor Registration

#### Guides - Manuals - Policies

#### **DFSM Training**

#### Grants

State Innovation Model Initiative (SIM)
Behavioral Health Services (BHS) 🗹

#### Electronic Data Interchange (EDI)

**EDI Technical Documents** 

EDI Testing

**EDI Change Notices** 

### Community Partners (HEAplus)

Pharmacy







Google

Guides - Manuals - Policies

HOME

**AHCCCS INFO** 

MEMBERS/APPLICANTS

PLANS/PROVIDERS

AMERICAN INDIANS

RESOURCES

FRAUD PREVENTION

CRISIS?

#### Oversight of Health Plans

Administrative Actions

Contracted Health Plan Audited Financial Statements

Change in Ownership Activities

Quality and Performance Improvement Request to Lift Enrollment CAP

#### Governmental Oversight

Federal and State Requirements

Legislative Sessions

Waiver

State Plans

**Budget Proposals** 

#### Hospital Finance & Utilization Information

#### Health Plan Report Card

#### Reports

Reports to CMS

Reports to the Legislature Population Reports



· Contact information for the Divisions Training Team

**DFSM Training** 

#### Division of Fee-For-Service-Management: Financ Training Resources Behavi

Training Resources provides information for Fee-For-Service (FFS) providers on the following:

- · Training Schedule Solid
- · Access to Power Point Presentations for past trainings Solicita
- Open S

Dashbo

Closed

Contra

Medica Bidden

Traning Schedules & Presentations -

#### 2017

#### Training Schedule Vendor

Training Schedule 2nd QTR 2017 🃆

Training Schedule 1st QTR 2017 🃆

#### Power Point Presentations

How to Status a Claim Using the AHCCCS Online Portal (March 17, 2017) Prior Authorization (PA) (March 10, 2017)

Behavioral Health Non-Emergency Medical Transportation (BH NEMT) (March 1, 2017)

Claims Submission using the AHCCCS OnLine Portal (February 16, 2017)

National Drug Code (NDC) (January 12, 2017)

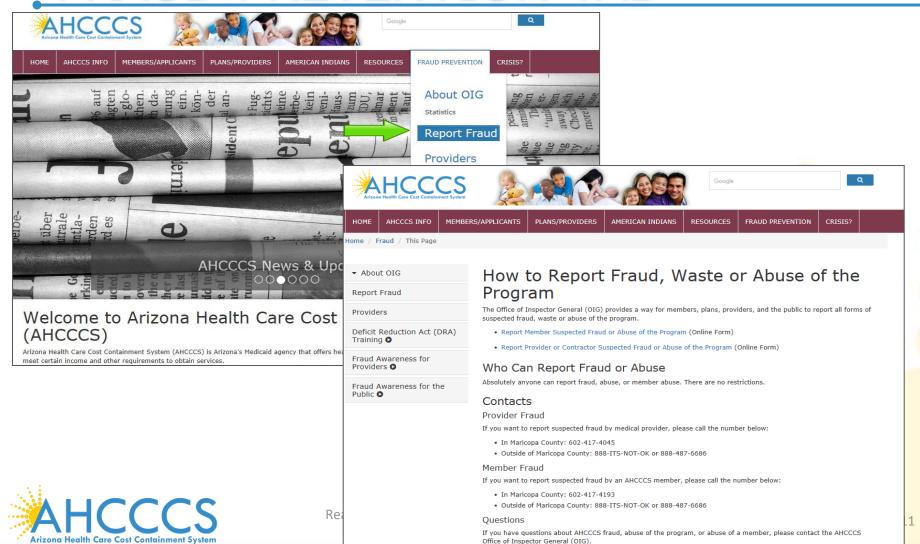
#### Links and Contacts

Subscribe to receive notifications about upcoming trainings, forums, and important business updates

quality health care for those in need



### FRAUD PREVENTION TAB



· Email: AHCCCSFraud@azahcccs.gov

### CRISIS TAB







	номе	AHCCCS INFO	MEMBERS/APPLICANTS	PLANS/PROVIDERS	AMERICAN INDIANS	RESOURCES	FRAUD PREVENTION	CRISIS?	
Т	Home / This Page								

Crisis Hotlines

#### 24-Hour Crisis Hotlines - National

- 1-800-273-TALK (8255) National Suicide Prevention Lifeline
- 1-800-662-HELP (4357) National Substance Use and Disorder Issues Referral and Treatment Hotline

#### Suicide/Crisis Hotlines by County

- Maricopa County served by Mercy Maricopa Integrated Care:
  - · 1-800-631-1314 or 602-222-9444
- · Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz and Yuma Counties served by Cenpatico Integrated Care:
  - · 1-866-495-6735
- Apache, Coconino, Gila, Mohave, Navajo and Yavapai Counties served by Health Choice Integrated Care:
  - · 1-877-756-4090
- . Gila River and Ak-Chin Indian Communities served by EMPACT:
  - · 1-800-259-3449

Can't find what you're looking for? Please visit the AHCCCS Document Archive.



### Contact and Links

For technical assistance regarding claims issues and training, please email <a href="mailto:ProviderTrainingFFS@azahcccs.gov">ProviderTrainingFFS@azahcccs.gov</a>

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 technical assistance with your AHCCCS online web portal, please call AHCCCS ISD Customer Support Desk at 602-417-4451

To subscribe to receive notifications from DFSM, click this link:

<a href="https://visitor.r20.constantcontact.com/d.jsp?llr=wfkoa9yab&p=oi&m=1126154315">https://visitor.r20.constantcontact.com/d.jsp?llr=wfkoa9yab&p=oi&m=1126154315</a>

958&sit=dxzftp4kb&f=eb307415-6a96-41fd-9bc5-55152f560cd6



## Questions?



Please take a few minutes to complete a survey on today's training session. We appreciate your feedback. Here is the survey link:

https://www.surveymonkey.com/r/6FW5FWZ



# Thank you.



