

Provider Training Schedule Fourth Quarter 2019

WebEx/Teleconference information will be emailed out 7 days prior to the scheduled training. Providers must have a valid email account on file and must register to receive the DFSM email notifications (Constant Contacts). The schedule is subject to change. Providers will be notified via the DFSM email notification list (Constant Contacts) of any changes.

Individuals can sign-up for DFSM's Notification e-mail list by [clicking here](#)

***Participants MUST REGISTER in advance to participate in the trainings.
Click on the WebEx Register links below to sign up.**

IHS/638 Quarterly Forum	
November 06, 2019 Wednesday 2:00pm – 3:30pm Attendance is via WebEx Only Register	<u>IHS/638 Quarterly Forum</u> Discussion of policy updates, changes, or challenges AHCCCS and the IHS Facilities are experiencing.
Telehealth Training	
October 2 nd , 2019 – Wednesday 9:30 am to 11:00am Attendance is via WebEx Only Register	<u>Telehealth</u> Discussion of policy updates to AMPM 320-I, Telehealth and Telemedicine, and to the FFS and IHS Provider Billing Manuals, as they pertain to telehealth services.
October 16 th , 2019 – Wednesday 2:00 pm to 3:30pm Attendance is via WebEx Only Register	<u>Telehealth</u> Discussion of policy updates to AMPM 320-I, Telehealth and Telemedicine, and to the FFS and IHS Provider Billing Manuals, as they pertain to telehealth services.
October 22 nd , 2019 – Tuesday 9:00 am to 10:30am Attendance is via WebEx Only Register	<u>Telehealth</u> Discussion of policy updates to AMPM 320-I, Telehealth and Telemedicine, and to the FFS and IHS Provider Billing Manuals, as they pertain to telehealth services.
November 14 th , 2019 – Thursday 10:00 am to 11:00 am Attendance is via WebEx Only Register	<u>Telehealth</u> Discussion of policy updates to AMPM 320-I, Telehealth and Telemedicine, and to the FFS and IHS Provider Billing Manuals, as they pertain to telehealth services.
Behavioral Health Services Updates	
September 24 th , 2019 – Tuesday 10:00 am to 10:30am Attendance is via WebEx Only ***3rd Quarter Addition Register	<u>Behavioral Health Services Updates</u> Discussion of where information from the Covered Behavioral Health Services Guide has been moved: AMPM 310-B, Behavioral Health Services; AMPM 320-T, Non-Title XIX/XXI Services; and the Behavioral Health Services chapters of the Fee-for-Service and IHS Provider Billing Manuals.
October 28 th , 2019 – Monday 9:30 am to 11:30am Attendance is via WebEx Only	<u>Behavioral Health Services Updates</u> Discussion of policy updates to AMPM 310-B, Behavioral Health Services; AMPM 320-T, Non-Title XIX/XXI Services; and the Behavioral Health Services chapters of the Fee-for-

Register	Service and IHS Provider Billing Manuals.
Behavioral Health Residential Facility (BHRF) Training	
<p>October 08, 2019 – Tuesday 10:00am – 12:00pm Attendance is via WebEx Only Register</p>	<p><u>Behavioral Health Residential Facility (BHRF) Overview, PA Submission and Online Claim Submission Training</u></p> <p>This Training module will include a BHRF overview and how to submit a Prior authorization and Online claim submission trainings.</p>
<p>November 05, 2019 – Tuesday 10:00am – 12:00pm Attendance is via WebEx Only Register</p>	<p><u>Behavioral Health Residential Facility (BHRF) Overview, PA Submission and Online Claim Submission Training</u></p> <p>This Training module will include a BHRF overview and how to submit a Prior authorization and Online claim submission trainings.</p>
<p>December 10, 2019 – Tuesday 10:00am – 12:00pm Attendance is via WebEx Only Register</p>	<p><u>Behavioral Health Residential Facility (BHRF) Overview, PA Submission and Online Claim Submission Training</u></p> <p>This Training module will include a BHRF overview and how to submit a Prior authorization and Online claim submission trainings.</p>
General Direct Care Agency (DCA) Worker Training	
<p>October 17, 2019 – Thursday 10:30am – 11:00am Attendance is via WebEx Only Register</p>	<p><u>General Direct Care Agency (DCA) Worker Training : Audit Tool</u></p> <p>The purpose of this training is to ensure the safety of members and the Quality of Care they are receiving.</p>
<p>November 13, 2019 – Wednesday 10:00am – 10:30am Attendance is via WebEx Only Register</p>	<p><u>General Direct Care Agency (DCA) Worker Training : Audit Tool</u></p> <p>The purpose of this training is to ensure the safety of members and the Quality of Care they are receiving.</p>
<p>December 16, 2019 – Monday 10:00am – 10:30am Attendance is via WebEx Only Register</p>	<p><u>General Direct Care Agency (DCA) Worker Training : Audit Tool</u></p> <p>The purpose of this training is to ensure the safety of members and the Quality of Care they are receiving.</p>
Direct Care Agency - AHCCCS Online Claim Submission Training	
<p>November 13, 2019 – Wednesday 2:00pm – 3:30pm Attendance is via WebEx Only Register</p>	<p><u>AHCCCS Online Claim Submission Training – Direct Care Agency</u></p> <p>How to submit a claim using the AHCCCS Online Web Portal.</p>
NEMT Providers - AHCCCS Online Claim Submission Training /Transaction Insight Portal/NEMT Trip Reports, Updates & Reminders	
<p>October 01, 2019 – Tuesday 10:00am – 11:30am</p>	<p><u>AHCCCS Online Claim Submission Training /TI Portal NEMT Providers</u></p> <p>How to submit a claim using the AHCCCS Online Web Portal and how to attach the Daily</p>

<p>Attendance is via WebEx Only Register</p>	<p>Trip Reports using the Transaction Insight Portal.</p>
<p>October 01, 2019 – Tuesday 1:30pm – 3:00pm Attendance is via WebEx Only Register</p>	<p><u>NEMT Trip Report, Updates and Reminders</u> How to fill out an NEMT Daily Trip Report, NEMT Updates and NEMT Billing Reminders.</p>
<p>November 07, 2019 – Thursday 10:30am – 12:00pm Attendance is via WebEx Only Register</p>	<p><u>AHCCCS Online Claim Submission Training /TI Portal NEMT Providers</u> How to submit a claim using the AHCCCS Online Web Portal and how to attach the Daily Trip Reports using the Transaction Insight Portal.</p>
<p>November 07, 2019 – Thursday 2:00pm – 3:30pm Attendance is via WebEx Only Register</p>	<p><u>NEMT Trip Report, Updates and Reminders</u> How to fill out an NEMT Daily Trip Report, NEMT Updates and NEMT Billing Reminders.</p>

All Providers - AHCCCS Online Provider Portal Use

****Checking Member Enrollment/Eligibility, Submitting for Prior Authorization, Submitting Claims, Using the Transaction Insight Portal, and Checking a Claims Status

<p>October 2nd, 2019 - Wednesday 2:00 pm to 2:30 pm Attendance is via WebEx Only Register</p>	<p><u>AHCCCS Overview and Basic Provider Information</u> AHCCCS Agency Overview; AHCCCS Website Navigation; AHCCCS Contact Information</p>
<p>October 3rd, 2019 - Thursday 10:00 am to 10:30 am Attendance is via WebEx Only Register</p>	<p><u>Provider Registration Overview and Basic Provider Information</u> Provider Registration & Materials; Provider Participation Agreement; New Provider Check List</p>
<p>October 8th, 2019 – Tuesday 9:00 am to 9:30 am Attendance is via WebEx Only Register</p>	<p><u>AHCCCS Online Provider Portal Use Topics (Session 1)</u> How to login to the AHCCCS Online Provider Portal; How to Check Member Enrollment/Eligibility on the AHCCCS Online Provider Portal</p>
<p>October 8th, 2019 – Tuesday 1:30 pm to 2:00 pm Attendance is via WebEx Only Register</p>	<p><u>AHCCCS Online Provider Portal Use Topics (Session 2)</u> How to Submit for Prior Authorization; How to Check a PA Status Online</p>
<p>October 8th, 2019 – Wednesday 9:00 am to 9:30 am Attendance is via WebEx Only Register</p>	<p><u>AHCCCS Online Provider Portal Use Topics (Session 3)</u> How to Submit Claims using the AHCCCS Online Provider Portal (Institutional, Professional, and Dental)</p>
<p>October 9th, 2019 – Wednesday 1:30 pm – 2:00 pm Attendance is via WebEx Only Register</p>	<p><u>AHCCCS Online Provider Portal Use Topics (Session 4)</u> How to Check a Claims Status on the AHCCCS Online Provider Portal</p>

<p>October 10th, 2019 – Thursday 9:00 am to 9:30 am Attendance is via WebEx Only Register</p>	<p><u>Claims Disputes/Appeals</u> An overview of what are valid claims disputes, ways to resolve disputes, the time frames involved, and edit denial reasons. (Condensed.)</p>
<p>October 15th, 2019 – Tuesday 10:00 am to 10:30 am Attendance is via WebEx Only Register</p>	<p><u>Useful Materials for Providers</u> Signing up for Constant Contacts; The Claims Clues Newsletter; The Provider Billing Manuals and the AHCCCS Medical Policy Manual (AMPM)</p>
<p>October 16th, 2019 – Wednesday 9:00 am to 9:30 am Attendance is via WebEx Only Register</p>	<p><u>AHCCCS Overview and Basic Provider Information</u> AHCCCS Agency Overview; AHCCCS Website Navigation; AHCCCS Contact Information</p>
<p>October 21st, 2019 – Monday 11:00 am to 11:30 am Attendance is via WebEx Only Register</p>	<p><u>AHCCCS Overview and Basic Provider Information</u> AHCCCS Agency Overview; AHCCCS Website Navigation; AHCCCS Contact Information</p>
<p>October 23rd, 2019 – Wednesday 9:00 am to 9:30 am Attendance is via WebEx Only Register</p>	<p><u>Replacements and Voids</u> How to submit for Replacements and Voids using the AHCCCS Online Provider Portal</p>
<p>October 24th, 2019 – Thursday 10:00 am to 10:45 am Attendance is via WebEx Only Register</p>	<p><u>Transaction Insight Portal</u> How to Sign Up For and Use the Transaction Insight Portal</p>
<p>Office of Administrative Legal Services</p>	
<p>September 17th, 2019, Tuesday 9:00 am to 10:30 am Attendance is via WebEx Only Register ***3rd Quarter Addition</p>	<p><u>Office of Administrative Legal Services – Claims Disputes/Appeals</u> An overview of what are valid claims disputes, ways to resolve disputes, the time frames involved, and edit denial reasons.</p>
<p>November of 2019 Date & Time TBD Attendance is via WebEx Only</p>	<p><u>Office of Administrative Legal Services – Claims Disputes/Appeals</u> An overview of what are valid claims disputes, ways to resolve disputes, the time frames involved, and edit denial reasons.</p>
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<p>One on One Provider Training Sessions</p>	
<p>****One on One Provider Training sessions are available to providers to discuss individual prior authorization, claims, policy, AHCCCS Online Provider Portal and TI Portal questions.</p> <p>Behavioral Health Residential Facility, Direct Care Agency, and NEMT providers are <i>strongly encouraged</i> to attend the provider specific trainings available this quarter prior to requesting a one on one provider training.</p>	
<p>September 11, 2019 1:00 – 2:00 pm 2:00 – 3:00 pm</p>	<p><u>One on One Provider Training</u> By Appointment only. Availability for one-on-one provider sessions on AHCCCS POLICIES AND BILLING PROCEDURES. Email ProviderTrainingFFs@azahcccs.gov to schedule a session.</p>

	<p>Provider Training may cover the following topics:</p> <ul style="list-style-type: none"> • Online Claim Submission (AHCCCS Online) • Online Prior Authorization Submission • Transaction Insight Portal
<p>October 22, 2019 Tuesday 9:00am – 10:00am 10:15 – 11:15am 11:30 – 12:30am</p>	<p><u>One on One Provider Training</u> By Appointment only. Availability for one-on-one provider sessions on AHCCCS POLICIES AND BILLING PROCEDURES. Email ProviderTrainingFFs@azahcccs.gov to schedule a session.</p> <p>Provider Training may cover the following topics:</p> <ul style="list-style-type: none"> • Online Claim Submission (AHCCCS Online) • Online Prior Authorization Submission • Transaction Insight Portal
<p>November 03, 2019 9:00am – 10:00am 10:15 – 11:15am 11:30am – 12:30am</p>	<p><u>One on One Provider Training</u> By Appointment only. Availability for one-on-one provider sessions on AHCCCS POLICIES AND BILLING PROCEDURES. Email ProviderTrainingFFs@azahcccs.gov to schedule a session.</p> <p>Provider Training may cover the following topics:</p> <ul style="list-style-type: none"> • Online Claim Submission (AHCCCS Online) • Online Prior Authorization Submission • Transaction Insight Portal
<p>November 13, 2019 Wednesday 1:30pm – 2:30pm</p>	<p><u>One on One Provider Training</u> By Appointment only. Availability for one-on-one provider sessions on AHCCCS POLICIES AND BILLING PROCEDURES. Email ProviderTrainingFFs@azahcccs.gov to schedule a session.</p> <p>Provider Training may cover the following topics:</p> <ul style="list-style-type: none"> • Online Claim Submission (AHCCCS Online) • Online Prior Authorization Submission • Transaction Insight Portal
<p>December 03, 2019 9:00am – 10:00am 10:10 – 11:10am 11:15am – 12:15pm</p>	<p><u>One on One Provider Training</u> By Appointment only. Availability for one-on-one provider sessions on AHCCCS POLICIES AND BILLING PROCEDURES. Email ProviderTrainingFFs@azahcccs.gov to schedule a session.</p> <p>Provider Training may cover the following topics:</p> <ul style="list-style-type: none"> • Online Claim Submission (AHCCCS Online) • Online Prior Authorization Submission

	<ul style="list-style-type: none"> • Transaction Insight Portal
<p>December 18, 2019 9:00am – 10:00am 10:15 – 11:15am 11:30am – 12:30pm</p>	<p><u>One on One Provider Training</u> By Appointment only. Availability for one-on-one provider sessions on AHCCCS POLICIES AND BILLING PROCEDURES. Email ProviderTrainingFFs@azahcccs.gov to schedule a session.</p> <p>Provider Training may cover the following topics:</p> <ul style="list-style-type: none"> • Online Claim Submission (AHCCCS Online) • Online Prior Authorization Submission • Transaction Insight Portal