DFSM Provider Training Schedule Second Quarter 2023



The Division of Fee-For-Service Management Provider Training Unit holds virtual training sessions for AHCCCS providers. All training sessions are held via ZOOM. To participate in a training session, providers must register in advance. Zoom training reminders are emailed via DFSM Email Alerts prior to the scheduled training. The training schedule is subject to change and participants will be notified of any changes via the DFSM Email Alerts.

Subscribe To Receive DFSM Notifications

April 2023	
Monday	AHCCCS NEMT Trip Report, Updates
4/3/2023	How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.
10:00-11:00 am	
Zoom Registration Link	
Monday	Dental Claim Form Submission
4/3/2023	How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training is for
1:00-2:00 pm	dental providers.
Zoom Registration Link	
Tuesday	Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training
4/4/2023	BHRF Policy overview and how to submit a PA request for BHRF providers only.
09:30-11:00 am	
Zoom Registration Link	
Wednesday	IHS/638 Tribal Providers Billing The All-Inclusive Rate
4/5/2023	This training covers services billed under the All Inclusive Rate for IHS/638 Tribal providers.
10:00-11:00 am	
Zoom Registration Link	
Wednesday	Institutional Claim Form Submission
4/5/2023	How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training reviews
1:00-2:00 pm	institutional claims.
Zoom Registration Link	
Thursday	Participating Provider Reporting Requirements
4/6/2023	This training reviews the reporting requirements for AHCCCS provider types Integrated clinics
10:00-11:00 am	(Provider Type IC), behavioral health outpatient clinics (Provider Type 77), and clinics (Provider Type
Zoom Registration Link	05).
Thursday	General Direct Care Agency (DCA) Worker Training: Audit Tool
4/6/2023	The purpose of this training is to provide an overview of the Direct Care Agency Audit Tool, which
1:00-2:00 pm	aims to help ensure the safety of members and the Quality of Care they are receiving.
Zoom Registration Link	

Monday	Submitting Documentation using the Transaction Insight Portal
4/10/2023	Submitting supporting documents for a claim using the <u>Transaction Insight Portal (TIBCO)</u> .
10:00-11:00 am	- Submitting supporting documents for a claim using the
Zoom Registration Link	
Tuesday	IHS/638 Tribal Facility Billing Guide Ambulatory Surgery Center (ASC)
4/11/2023	This training material is designed for IHS/638 Tribal providers only and provides general billing and
10:00-11:00 am	claim submission guidance for services performed in an Ambulatory Surgery Center setting.
Zoom Registration Link	claim submission galaance for services performed in an Ambalatory Surgery Center setting.
Tuesday	AHCCCS Remittance Advice
4/11/2023	Understanding the Remittance Advice.
1:00-2:00 pm	Understanding the Kernittance Advice.
Zoom Registration Link	
	Voids and Ponlacements of Claims
Wednesday 4/12/2023	Voids and Replacements of Claims Overview of how to submit voids and replacements for claims using the AHCCCS Online Provider
10:00-11:00 am	Portal, and a review of the timely filing requirements for claims.
Zoom Registration Link	Portal, and a review of the timely filing requirements for claims.
Wednesday	Checking a Claim Status using the AHCCCS Online Provider Portal
4/12/2023	How to verify the status of a submitted claim.
1:00-2:00 pm	How to verify the status of a submitted claim.
Zoom Registration Link	
	AUCCCS NEMT Trip Bonort Undates
Thursday	AHCCCS NEMT Trip Report, Updates How to fill out an NEMT Daily Trip Report, NEMT Updates and NEMT Billing Reminders
4/13/2023 10:00-11:00 am	How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.
Zoom Registration Link Thursday	Professional Claim Submission (AHCCCS Online Provider Portal)
Thursday 4/13/2023	How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training reviews
1:00-2:00 pm	professional claims.
Zoom Registration Link	projessional cialitis.
	Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training
Monday 4/17/2023	BHRF Policy overview and how to submit a PA request for BHRF providers only.
09:30-11:00 am	Brike Policy overview and now to submit a PA request for Brike providers only.
Zoom Registration Link	
Monday	Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)
4/17/2023	How to verify the status and request a prior authorization using the AHCCCS Online Provider Portal.
1:00-2:00 pm	Thow to verify the status and request a prior dualionization using the Africes offline Provider Portal.
Zoom Registration Link	
Tuesday	IHS/638 Tribal Providers Billing The All-Inclusive Rate
4/18/2023	This training covers services billed under the All Inclusive Rate for IHS/638 Tribal providers.
10:00-11:00 am	This drawing covers services sincu under the rin melasive hate for mis/ oso mon providers.
Zoom Registration Link	
Tuesday	Third Party Liability (TPL)
4/18/2023	What is Third Party Liability (TPL) and things providers should consider regarding claim submissions
1:00-2:00 pm	when a member has TPL/Medicare.
Zoom Registration Link	
20011 Registration Link	

Wednesday	Behavioral Health Services Overview
4/19/2023	This training reviews general behavioral health services under the FFS program.
10:00-11:00 am	
Zoom Registration Link	
Thursday	Submitting Documentation using the Transaction Insight Portal
4/20/2023	Submitting supporting documents for a claim using the <u>Transaction Insight Portal (TIBCO)</u> .
10:00-11:00 am	
Zoom Registration Link	
Thursday	Medical Equipment and Appliances, Medical Supplies, Orthotics and Prosthetics
4/20/2023	The purpose of this training is to provide an overview of policy and billing requirements for DME,
1:00-2:00 pm	medical supplies, orthotics, and prosthetics.
Zoom Registration Link	
Monday	IHS/638 Tribal Facility Billing Guide Ambulatory Surgery Center (ASC)
4/24/2023	This training material is designed for IHS/638 Tribal providers only and provides general billing and
10:00-11:00 am	claim submission guidance for services performed in an Ambulatory Surgery Center setting.
Zoom Registration Link	
Monday	Dental Claim Form Submission
4/24/2023	How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training is for
1:00-2:00 pm	dental providers.
Zoom Registration Link	
Tuesday	Documentation for Claims Submission and Concurrent Review
4/25/2023	This training covers the responsibility of providers to submit required documentation with claims,
10:00-11:00 am	and to respond to AHCCCS requests for documentation for concurrent review. NOTE: This training
Zoom Registration Link	does not cover 'how to use' the Transaction Insight Portal.
Wednesday	AHCCCS NEMT Trip Report, Updates
4/26/2023	How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.
10:00-11:00 am	
Zoom Registration Link	
Wednesday	Institutional Claim Form Submission
4/26/2023	How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training reviews
1:00-2:00 pm	institutional claims.
Zoom Registration Link	institutional claims.
Thursday	Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training
4/27/2023	BHRF Policy overview and how to submit a PA request for BHRF providers only.
09:30-11:00 am	
Zoom Registration Link	
Thursday	General Direct Care Agency (DCA) Worker Training: Audit Tool
4/27/2023	The purpose of this training is to provide an overview of the Direct Care Agency Audit Tool, which
1:00-2:00 pm	aims to help ensure the safety of members and the Quality of Care they are receiving.
Zoom Registration Link	anns to help ensure the sujety of members and the quality of care they are receiving.
200111 REGISTRATION LINK	

May 2023	
Monday	IHS/638 Tribal Providers Billing The All-Inclusive Rate
5/1/2023	This training covers services billed under the All- Inclusive Rate for IHS/638 Tribal providers.
10:00-11:00 am	
Zoom Registration Link	
Monday	Office of General Counsel (OGC) Claims Disputes Overview
5/1/2023	An overview of what are valid claim disputes, ways to resolve disputes, the time frames involved,
1:00-2:00 pm	and edit denial reasons.
Zoom Registration Link	
Tuesday	AHCCCS Remittance Advice
5/2/2023	Understanding the Remittance Advice.
10:00-11:00 am	
Zoom Registration Link	
Wednesday	Submitting Documentation using the Transaction Insight Portal
5/3/2023	Submitting supporting documents for a claim using the <u>Transaction Insight Portal (TIBCO)</u> .
10:00-11:00 am	
Zoom Registration Link	
Wednesday	Checking a Claim Status using the AHCCCS Online Provider Portal
5/3/2023	How to verify the status of a submitted claim.
1:00-2:00 pm	
Zoom Registration Link	
Thursday	IHS/638 Tribal Facility Billing Guide Ambulatory Surgery Center (ASC)
5/4/2023	This training material is designed for IHS/638 Tribal providers only and provides general billing and
10:00-11:00 am	claim submission guidance for services performed in an Ambulatory Surgery Center setting.
Zoom Registration Link	
Thursday	Professional Claim Submission (AHCCCS Online Provider Portal)
5/4/2023	How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training reviews
1:00-2:00 pm	professional claims.
Zoom Registration Link	
Monday	Voids and Replacements of Claims
5/8/2023	Overview of how to submit voids and replacements for claims using the AHCCCS Online Provider
10:00-11:00 am	Portal, and a review of the timely filing requirements for claims.
Zoom Registration Link	
Monday	Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)
5/8/2023	How to verify the status and request a prior authorization using the AHCCCS Online Provider Portal.
1:00-2:00 pm	
Zoom Registration Link	
Tuesday	AHCCCS NEMT Trip Report, Updates
5/9/2023	How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.
10:00-11:00 am	
Zoom Registration Link	
Tuesday	Third Party Liability (TPL)
5/9/2023	What is Third Party Liability (TPL) and things providers should consider regarding claim submissions
1:00-2:00 pm	when a member has TPL/Medicare.
Zoom Registration Link	

Wednesday	Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training
5/10/2023	BHRF Policy overview and how to submit a PA request for BHRF providers only.
09:30-11:00 am	Briti Folicy overview and now to submit a PATequest for Britis providers only.
Zoom Registration Link	
20011 Registration Link	
Wednesday	Verifying Member Enrollment/Eligibility (AHCCCS Online Provider Portal)
5/10/2023	The purpose of this training is to demonstrate how to confirm a member's enrollment and eligibility
1:00-2:00 pm	status by using the AHCCCS Online Provider Portal.
Zoom Registration Link	
Thursday	Medical Equipment and Appliances, Medical Supplies, Orthotics and Prosthetics
5/11/2023	The purpose of this training is to provide an overview of policy and billing requirements for DME,
10:00-11:00 am	medical supplies, orthotics, and prosthetics.
Zoom Registration Link	
Monday	Participating Provider Reporting Requirements
5/15/2023	This training reviews the reporting requirements for AHCCCS provider types Integrated clinics
10:00-11:00 am	(Provider Type IC), behavioral health outpatient clinics (Provider Type 77), and clinics (Provider Type
Zoom Registration Link	05).
Tuesday	Submitting Documentation using the Transaction Insight Portal
5/16/2023	Submitting supporting documents for a claim using the <u>Transaction Insight Portal (TIBCO)</u> .
10:00-11:00 am	
Zoom Registration Link	
Tuesday	Documentation for Claims Submission and Concurrent Review
5/16/2023	This training covers the responsibility of providers to submit required documentation with claims,
1:00-2:00 pm	and to respond to AHCCCS requests for documentation for concurrent review. NOTE: This training
Zoom Registration Link	does not cover 'how to use' the Transaction Insight Portal.
Wednesday	IHS/638 Quarterly Billing Forum
5/17/2023	Discussion of policy updates, changes, or challenges AHCCCS and the IHS Facilities are experiencing.
2:00-3:30 pm	
Zoom Registration Link	
Thursday	Institutional Claim Form Submission
5/18/2023	How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training reviews
10:00-11:00 am	institutional claims.
Zoom Registration Link	
Monday	Voids and Replacements of Claims
5/22/2023	Overview of how to submit voids and replacements for claims using the AHCCCS Online Provider
10:00-11:00 am	Portal, and a review of the timely filing requirements for claims.
Zoom Registration Link	
Tuesday	AHCCCS NEMT Trip Report, Updates
5/23/2023	How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.
10:00-11:00 am	
Zoom Registration Link	
Thursday	IHS/638 Tribal Providers Billing The All-Inclusive Rate
5/25/2023	This training covers services billed under the All- Inclusive Rate for IHS/638 Tribal providers.
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Zoom Registration Link	
20011 Registration Link	

Wednesday	Submitting Documentation using the Transaction Insight Portal	
5/31/2023	Submitting supporting documents for a claim using the <u>Transaction Insight Portal (TIBCO)</u> .	
10:00-11:00 am		
Zoom Registration Link		
Wednesday	Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)	
5/31/2023	How to verify the status and request a prior authorization using the AHCCCS Online Provider Portal.	
1:00-2:00 pm		
Zoom Registration Link		
June 2023		
Thursday	Third Party Liability (TPL)	
6/1/2023	What is Third Party Liability (TPL) and things providers should consider regarding claim submissions	
1:00-2:00 pm	when a member has TPL/Medicare.	
Zoom Registration Link		
Monday	Voids and Replacements of Claims	
6/5/2023	Overview of how to submit voids and replacements for claims using the AHCCCS Online Provider	
10:00-11:00 am	Portal, and a review of the timely filing requirements for claims.	
Zoom Registration Link		
Tuesday	AHCCCS NEMT Trip Report, Updates	
6/6/2023	How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.	
10:00-11:00 am		
Zoom Registration Link		
Tuesday	Medical Equipment and Appliances, Medical Supplies, Orthotics and Prosthetics	
6/6/2023	The purpose of this training is to provide an overview of policy and billing requirements for DME,	
1:00-2:00 pm	medical supplies, orthotics, and prosthetics.	
Zoom Registration Link		
Thursday	Documentation for Claims Submission and Concurrent Review	
6/8/2023	This training covers the responsibility of providers to submit required documentation with claims,	
10:00-11:00 am	and to respond to AHCCCS requests for documentation for concurrent review. NOTE: This training	
Zoom Registration Link	does not cover 'how to use' the Transaction Insight Portal.	
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Zoom Registration Link		
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Zoom Registration Link		

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6/19/2023	How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.
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Zoom Registration Link	
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Zoom Registration Link	
Wednesday	IHS/638 Tribal Providers Billing The All-Inclusive Rate
6/21/2023	This training covers services billed under the All Inclusive Rate for IHS/638 Tribal providers.
10:00-11:00 am	
Zoom Registration Link	
Wednesday	Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)
6/21/2023	How to verify the status and request a prior authorization using the AHCCCS Online Provider Portal.
1:00-2:00 pm	
Zoom Registration Link	
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6/22/2023	What is Third Party Liability (TPL) and things providers should consider regarding claim submissions
1:00-2:00 pm	when a member has TPL/Medicare.
Zoom Registration Link	
Monday	Submitting Documentation using the Transaction Insight Portal
6/26/2023	Submitting supporting documents for a claim using the <u>Transaction Insight Portal (TIBCO)</u> .
10:00-11:00 am	
Zoom Registration Link	
Tuesday	IHS/638 Tribal Facility Billing Guide Ambulatory Surgery Center (ASC)
6/27/2023	This training material is designed for IHS/638 Tribal providers only and provides general billing and
10:00-11:00 am	claim submission guidance for services performed in an Ambulatory Surgery Center setting.
Zoom Registration Link	
Wednesday	Dental Claim Form Submission
6/28/2023	How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training is for
10:00-11:00 am	dental providers.
Zoom Registration Link	
Thursday	AHCCCS NEMT Trip Report, Updates
6/29/2023	How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.
10:00-11:00 am	pauces and reminders.
Zoom Registration Link	
Loom Registration Link	1