ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

Division of Fee-For-Service Management
Provider Training Schedule October – December 2026

Please refer to the schedule below for information regarding training details, including registration instructions, dates, times, and the links for registration. All sessions are via Zoom. Additional resources are available online and published on the Fee-For-Service Provider Training Web Page. When new presentations, videos, and training resources become available, they will be added. Schedule updates will be sent by DFSM Email Alerts.

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October 2026	
Tuesday **10/06/2026** **10:00-11:00am.** **Zoom Registration Link**	**Participating Provider Reporting Requirements** This training reviews the reporting requirements for AHCCCS provider types Integrated Clinics (Provider Type IC), Behavioral Health Outpatient Clinics (Provider Type 77), and Clinics (Provider Type 05).
Wednesday **10/07/2026** **10:00 – 11:00am.** **Zoom Registration Link**	**AHCCCS NEMT Trip Report, Updates** How to complete the AHCCCS NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.
Thursday **10/08/2026** **10:00-11:00am.** **Zoom Registration Link**	**EDI Solutions Portal – Documentation Upload Guide** This training provides Fee-for-Service (FFS) providers with instructions on how to submit documentation required for claim reviews, including additional supporting documents such as the AHCCCS Daily Trip Report and requested medical records. Participants will learn how to use the EDI Solutions Portal in **ServiceNow** to securely upload documents for processing and review.
Wednesday **10/14/2026** **10:00-11:00am.** **Zoom Registration Link**	**Behavioral Health Residential Facility (BHRF) Services Prior Authorization** This training will cover the prior authorization submission process for Behavioral Health Residential Facility providers for short-term residential services (H0018); explain the principles and best practices for submitting prior authorizations; review required forms, including the Certificate of Necessity (CON) and the Recertification of Need (RON); and outline applicable timeframes and follow-up steps.
Thursday **10/15/2026** **10:00-11:00am.** **Zoom Registration Link**	**Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)** This training provides guidance on how to submit a prior authorization request, attach necessary documents to the PA request.

Tuesday **10/20/2026** **10:00-11:00am.** **Zoom Registration Link**	**Intensive Outpatient Program Prior Authorization** This training provides an overview of the prior authorization submission process for Intensive Outpatient Program services; Alcohol and or Drug Services (H0015) and Intensive Outpatient Psychiatric services (S9480). The principles and best practices for submitting prior authorizations via the AHCCCS Online Provider portal; review required forms, including the Certificate of Necessity (CON) and the Recertification of Need (RON); and outline applicable timeframes and follow-up steps.
Wednesday **10/21/2026** **10:00-11:00am.** **Zoom Registration Link**	**EDI Solutions Portal – Documentation Upload Guide** This training provides Fee-for-Service (FFS) providers with instructions on how to submit documentation required for claim reviews, including additional supporting documents such as the AHCCCS Daily Trip Report and requested medical records. Participants will learn how to use the EDI Solutions Portal in **ServiceNow** to securely upload documents for processing and review.

Tuesday **10/27/2026** **10:00-11:30am.** Zoom Registration Link	**FFS Overview of Quality-of-Care Provider Training** This provider training session focuses on key points of quality related AHCCCS policies outlined in the PPA, AMPM, etc. as they apply to quality-of-care, and provider responsibilities of incident, accident and death (IAD) reporting into the QM Portal.
Wednesday **10/28/2026** **10:00-11:00am.** Zoom Registration Link	Submitting a Correction/ Replacement Claim This training provides guidance on when a replacement claim is required and the documentation attachment process

November 2026	
Tuesday **11/03/2026** **10:00-11:00am.** Zoom Registration Link	**Participating Provider Reporting Requirements** This training reviews the reporting requirements for AHCCCS provider types Integrated Clinics (Provider Type IC), Behavioral Health Outpatient Clinics (Provider Type 77), and Clinics (Provider Type 05).
Wednesday **11/04/2026** **10:00 – 11:00am.** Zoom Registration Link	**EDI Solutions Portal – Documentation Upload Guide** This training provides Fee-for-Service (FFS) providers with instructions on how to submit documentation required for claim reviews, including additional supporting documents such as the AHCCCS Daily Trip Report and requested medical records. Participants will learn how to use the EDI Solutions Portal in **ServiceNow** to securely upload documents for processing and review.
Tuesday **11/10/2026** **10:00-11:00am.** Zoom Registration Link	**Behavioral Health Residential Facility (BHRF) Services Prior Authorization** This training will cover the prior authorization submission process for Behavioral Health Residential Facility providers for short-term residential services (H0018); explain the principles and best practices for submitting prior authorizations; review required forms, including the Certificate of Necessity (CON) and the Recertification of Need (RON); and outline applicable timeframes and follow-up steps.
Wednesday **11/11/2026** **10:00-11:00am.** Zoom Registration Link	**AHCCCS NEMT Trip Report** How to complete the AHCCCS NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.
Tuesday **11/17/2026** **10:00-11:30am.** Zoom Registration Link	**Quality Assurance Compliance and Monitoring** This training provides guidance on how to submit a prior authorization request, attach necessary documents to the PA request. This training provides an overview of Division of Fee-for-Service Management (DFSM) Quality Assurance (QA) compliance and monitoring processes, detailing the initiation, review, and resolution of Memos of Concern (MOCs) and Corrective Action Plans (CAPs). Providers will learn what to expect during the QA process and how DFSM works collaboratively with providers to strengthen compliance practices and improve the quality of care delivered to AHCCCS members. The session emphasizes partnership, transparency, and shared responsibility for member safety and positive outcomes.
Wednesday **11/18/2026** **10:00-11:00am.** Zoom Registration Link	**EDI Solutions Portal – Documentation Upload Guide** This training provides Fee-for-Service (FFS) providers with instructions on how to submit documentation required for claim reviews, including additional supporting documents such as the AHCCCS Daily Trip Report and requested medical records. Participants will learn how to use the EDI Solutions Portal in **ServiceNow** to securely upload documents for processing and review.
Tuesday **11/24/2026** **10:00-11:00 am.** Zoom Registration Link	**Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)** This training provides guidance on how to submit a prior authorization request, attach necessary documents to the PA request.

December 2026	
Tuesday **12/01/2026** **10:00-11:00am.** **Zoom Registration Link**	**EDI Solutions Portal – Documentation Upload Guide** This training provides Fee-for-Service (FFS) providers with instructions on how to submit documentation required for claim reviews, including additional supporting documents such as the AHCCCS Daily Trip Report and requested medical records. Participants will learn how to use the EDI Solutions Portal in **ServiceNow** to securely upload documents for processing and review.
Wednesday **12/02/2026** **10:00 – 11:00am.** **Zoom Registration Link**	**AHCCCS NEMT Trip Report, Updates** How to complete the AHCCCS NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.
Tuesday **12/08/2026** **10:00-11:00am.** **Zoom Registration Link**	**EDI Solutions Portal – Documentation Upload Guide** This training provides Fee-for-Service (FFS) providers with instructions on how to submit documentation required for claim reviews, including additional supporting documents such as the AHCCCS Daily Trip Report and requested medical records. Participants will learn how to use the EDI Solutions Portal in **ServiceNow** to securely upload documents for processing and review.
Tuesday **12/15/2026** **10:00-11:00am.** **Zoom Registration Link**	**Behavioral Health Residential Facility (BHRF) Services Prior Authorization** This training will cover the prior authorization submission process for Behavioral Health Residential Facility providers for short-term residential services (H0018); explain the principles and best practices for submitting prior authorizations; review required forms, including the Certificate of Necessity (CON) and the Recertification of Need (RON); and outline applicable timeframes and follow-up steps.
Wednesday **12/16/2026** **10:00-11:00am.** **Zoom Registration Link**	**Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)** This training provides guidance on how to submit a prior authorization request, attach necessary documents to the PA request.
Tuesday **12/22/2026** **10:00-11:00am.** **Zoom Registration Link**	**Intensive Outpatient Program Prior Authorization** This training provides an overview of the prior authorization submission process for Intensive Outpatient Program services; Alcohol and or Drug Services (H0015) and Intensive Outpatient Psychiatric services (S9480). The principles and best practices for submitting prior authorizations via the AHCCCS Online Provider portal; review required forms, including the Certificate of Necessity (CON) and the Recertification of Need (RON); and outline applicable timeframes and follow-up steps.