

## Division of Fee-For-Service Management (DFSM) – American Indian Health Program (AIHP) Justice Initiative FAQs

The DFSM Justice Initiative assists in care coordination for Fee-For-Service (FFS) members transitioning out of jails and prisons into communities. AHCCCS benefits are suspended upon incarceration and reinstated upon the member’s release allowing for immediate care coordination activities.

### Q1: Who do justice system stakeholders contact for assistance with justice involved FFS members?

**A1:** For members assigned to AIHP, please contact: [COT\\_AIHP@azahcccs.gov](mailto:COT_AIHP@azahcccs.gov) and copy [CaseManagers@azahcccs.gov](mailto:CaseManagers@azahcccs.gov). For members assigned to a Tribal Regional Behavioral Health Authority (TRBHA), please contact the [TRBHA](#) directly to connect with the member’s assigned case manager. For members assigned to Tribal ALTCS, please contact the [Tribal ALTCS program](#) directly to connect with the member’s case manager.

TRBHAs and Tribal ALTCS shall coordinate with government agencies and justice system stakeholders as specified in their respective Intergovernmental Agreement (IGA).

### Q2: Do providers need a contract to provide services to Fee-For-Service (FFS) members?

**A2:** Any AHCCCS registered provider that accepts FFS may provide services to FFS members, as specified in the AHCCCS Provider Participation Agreement (PPA). The AHCCCS FFS Program does not contract with individual providers. FFS providers do not need to contract with the AHCCCS American Indian Health Program (AIHP) or a TRBHA.

FFS providers must follow the guidelines as outlined in the [AHCCCS Medical Policy Manual \(AMPM\)](#) and [DFSM billing guidelines](#) to serve AIHP and TRBHA members.

### Q3: Do FFS members require referrals to see an AHCCCS registered provider?

**A3:** No, FFS members do not require a referral to see an AHCCCS registered provider.

### Q4: Do FFS members receive case management services?

**A4:** For FFS members, case management may be provided by a TRBHA case manager, Tribal ALTCS case manager, American Indian Medical Home (AIMH) or through their behavioral health provider, as applicable.

Refer to the respective TRBHA and Tribal ALTCS Intergovernmental Agreement (IGA)s for case management and care coordination requirements.

### Q5: Does FFS have a care management program that focuses on members at high risk and/or with chronic conditions?

**A5:** The Division of Fee For Service Management (DFSM), in coordination with the TRBHAs, AIMHs, and IHS/Tribal 638 facilities provide care management services for members determined to be at risk for, or already experiencing, poor health outcomes due to their disease burden or chronic conditions, including High Needs High Cost (HNHC) and Tribal ALTCS members. For specific services provided by TRBHAs and Tribal ALTCS, refer to applicable Intergovernmental Agreements (IGAs).

**Q6: Does AIHP receive Grants, Housing or other Non-Title XIX/XXI Funding?**

**A6:** AIHP does not receive or administer these funds. The AHCCCS Complete Care (ACC) Plans with a Regional Behavioral Health Agreement (RBHA) and Tribal Regional Behavioral Health Authorities (TRBHAs) are responsible for administering grant funds (for non-Title XIX/XXI members and/or non-Title XIX/XXI services) and housing services. The ACC-RBHA plans and AIHP shall assist members in accessing these services and shall coordinate care for members as appropriate. For more information see the [Non-Title XIX/XXI FAQs](#).

**Q7: Who can FFS members contact directly for more information concerning AHCCCS benefits or coverage?**

**A7:** FFS members may contact AHCCCS Customer Service at:

- Calling during normal business hours at 855-HEA-PLUS (432-7587).
- Typing your question (chatting) during normal business hours in [Health-e-Arizona Plus](#) by clicking on “Help Center” at the top of the page and then clicking on chat.
- Sending an e-mail in [Health-e-Arizona Plus](#) by clicking on “Help Center” at the top of the page and then click on e-mail.

**Q8: How do members report changes?**

**A8:** It is important to keep your address current in case information needs to be sent to the member.

Member changes can be made:

- by reporting online at [Health-e-Arizona Plus](#)
- by Phone (855) HEA-PLUS (432-7587)
- by mail: PO Box 19009, Phoenix AZ 85005

**Q9: What are some additional resources for questions on FFS eligibility, services, and provider billing rates?**

**A9:**

- [The AIHP Webpage](#)
- [FFS Provider Billing Manual](#)
- [The IHS/Tribal Provider Billing Manual](#)
- [AHCCCS Medical Policy Manual \(AMPM\)](#)
- [Provider Billing Rates](#)
- [Prior Authorization](#)
- [Crisis Service FAQs](#)

If you have further billing questions, please call Claims Customer Service at (602) 417-7670 and select option 4. Additional FAQs regarding Fee-For-Service programs and populations can be found on the [FFS webpage](#).