

## 2021 All Inclusive Rate Update

The Federal Register has published the **2021 All Inclusive Rates (AIRs)**. The 2021 rates are effective beginning **January 1, 2021**. IHS/638 providers can begin billing the 2021 rates immediately.

2021 inpatient AIR is \$3,631.00

2021 outpatient AIR is \$519.00

Note: For dates of service on or after 1/1/21, any claims billed at the 2020 AIR must be resubmitted with the 2021 AIR in order to receive the 2021 rate.

[federalregister.gov/documents/2020/12/31/2020-28950/reimbursement-rates-for-calendar-year-2021](https://www.federalregister.gov/documents/2020/12/31/2020-28950/reimbursement-rates-for-calendar-year-2021)

## First Quarter Provider Training Schedule Posted

The DFSM Provider Training Team offers quarterly group training sessions on a variety of topics, designed to guide a provider on how to successfully submit claims and be reimbursed for services rendered to AHCCCS members. Topics include, but are not limited to:

- Checking a Member's Eligibility
- Submitting a Prior Authorization Request on the AHCCCS Online Provider Portal
- Submitting a Claim on the AHCCCS Online Provider Portal
- Checking a Claim's Status on the AHCCCS Online Provider Portal
- Submitting Documentation with a Claim on the Transaction Insight Portal
- Documentation Requirements for Claims and Concurrent Review
- Trainings for Individual Provider Types (Non-Emergency Medical Transportation Providers, Direct Care Worker Agencies, Behavioral Health Residential Facilities, etc.)

The first quarter provider training schedule can be found on the AHCCCS DFSM [Provider Training Web Page](#).

### CONTACTS

- For provider training questions and technical assistance with the online web portal please outreach the Provider Training Division of DFSM through email at [ProviderTrainingFFS@azahcccs.gov](mailto:ProviderTrainingFFS@azahcccs.gov).
- Training materials for FFS Providers and upcoming Provider Training Sessions can be found on the DFSM [Provider Training Web Page on the AHCCCS website](#).
- The First Quarter FFS Provider Training Schedule can be found [online](#).
- Prior Authorization Questions FFS PA Line (602) 417-4400
- Claims Customer Service Billing Questions (602) 417-7670 - Option 4
- Provider Registration Process Questions (602) 417-7670 - Option 5

### ELECTRONIC PAYMENT SIGN UP

Electronic Payment Sign Up (Remittance Advice Sign Up/835)

[Contact: ISDCustomerSupport@azahcccs.gov](mailto:ISDCustomerSupport@azahcccs.gov)

OR

call 602-417-4451

## Vaccination Memos for Providers

The Flu Vaccine Memo, Pharmacy AIR Reimbursement Guidance for the Administration of the Flu Vaccine Memo, and the Billing Guidelines for IHS and 638 Providers Regarding COVID 19 Vaccine Administration can be found on the DFSM Provider Training Web Page at the below links.

[Flu Vaccine Administration For Members 3 Years Through 18 Years Of Age.](#)

[Pharmacy AIR Reimbursement for the Flu Vaccine Administration.](#)

[Billing Information for COVID-19 Vaccine Administration Fees for Members 16 Years of Age and Older for the Pfizer Vaccine and 18 Years of Age and Older for the Moderna Vaccine.](#)

## COVID-19 Information

AHCCCS is responding to an outbreak of respiratory illness, called COVID-19, caused by a novel (new) coronavirus. Health officials urge good hand washing hygiene, covering coughs, and staying home if you are sick.

On March 11, Governor Doug Ducey issued a [Declaration of Emergency](#) and an [Executive Order](#) regarding the COVID-19 outbreak in Arizona, and subsequent [Executive Orders](#) with further administrative actions.

On March 17, 2020, AHCCCS [submitted a request](#) to the Centers for Medicare and Medicaid Services (CMS) to waive certain

Medicaid and KidsCare requirements in order to ensure ongoing access to care over the course of the COVID-19 outbreak. As of March 23, AHCCCS has received federal approval to implement programmatic changes to help ensure access to health care for vulnerable Arizonans.

To address Medicaid-related questions from providers and contractors about COVID-19, AHCCCS has developed a list of Frequently Asked Questions Regarding Coronavirus Disease 2019 (COVID-19), updated regularly as more information becomes available.

## [COVID-19 FAQs](#)

Learn how to protect yourself and stop the spread of COVID-19. Visit [azdhs.gov/COVID19](http://azdhs.gov/COVID19) and [cdc.gov/COVID19](http://cdc.gov/COVID19).

If you are an AHCCCS member who is experiencing flu-like symptoms, please call the 24-hour Nurse Line for your health plan (listed below):

### 24-Hour Nurse Line Numbers by Health Plan

Health Plan	Nurse Line Number
Arizona Complete Health (ACC & RBHA)	1-866-534-5963
Banner (ACC & LTC)	1-888-747-7990
Care1st	1-800-746-3163
Magellan	1-800-424-5891
Mercy Care (ACC & LTC)	1-800-624-3879
Mercy Care (RBHA)	1-800-564-5465
UnitedHealthcare (ACC & LTC)	1-877-440-0255
Health Choice Arizona (ACC & RBHA)	1-855-458-0622
CMDP	1-800-201-1795
DDD AIHP	1-844-770-9500

## COVID-19 Information Continued

Fee for Service Members, including those enrolled in the American Indian Health Program (AIHP), Tribal ALTCS, or a TRBHA, should contact their doctor, the nearest American Indian Medical Home (AIMH), or the nearest IHS/638 facility.

American Indian Medical Home (AIMH) Facility	24 Hour Nurse Call Line
Chinle Comprehensive Health Care Facility	1-800-242-9271
Fort Yuma Indian Health Center	1-866-896-1585
Phoenix Indian Medical Center	1-602-285-3888
San Carlos Apache Healthcare Corporation	1-833-361-9550
Whiteriver Indian Hospital	1-928-338-4911

AHCCCS is tracking the latest information we've received from tribes regarding COVID-19 responses and resources. See the [Tribal COVID-19 tracking document](#) for hotline numbers, travel restrictions, and general guidance.

If you have other concerns about COVID-19, please call your health plan's Member Services phone number. Find this number on the back of your AHCCCS card or on the [AHCCCS website](#) under "Health Plans Available for AHCCCS Medical Assistance."