

## Transaction Insight Portal for Outpatient Behavioral Health Providers How to Attach Documentation for Specific BH Service Codes

In follow up to the notice released on May 3, 2023, AHCCCS Division of Fee for Service Management informed fee-for-service (FFS) providers who render services to members enrolled in the Fee-for-Service and American Indian Health Program (AIHP), when billing more than 8 units of any of the HCPCS codes listed below in one day are required to provide the following documentation with the submission of the claim: ***a copy of the most recent comprehensive assessment, treatment plan, and the medical record documentation for the services billed on the service date.***

Service Codes:

- H0004 (Behavioral Health Counseling and Therapy)
- H0038 (Self-Help/Peer Services)
- H2011 (Crisis Intervention Service)
- H2014 (Skills Training and Development)
- H2015 (Comprehensive Community Support Services)
- H2017 (Psychosocial Rehabilitation Services)
- H0025 (Behavioral Health Prevention Education Service)
- H2027 (Psychoeducational Service)
- S5150 (Unskilled Respite Care, Not Hospice)
- T1016 (Case Management)
- T1019 (Personal Care Services)
- H0034 (Medication Training and Support)

Providers that are rendering services to members enrolled in the AHCCCS Fee-for-Service and the American Indian Health Program (AIHP), can submit required documentation to an existing FFS claim using the [Transaction Insight Portal \(TIBCO\)](#) application.

### How to Request a Transaction Insight Portal Account

Each member of your team who has a service need to use the Transaction Insight Portal must send an individual email requesting a user account, if they do not have an active account. The TIBCO log-in credentials will be sent to the email address provided on the service desk request.

**Important Note: Regardless of how the claim was initially submitted, paper, EDI or on the AHCCCS Online portal, the Transaction Insight Portal is the most effective way to attach required documentation to a FFS claim.**

To request a Transaction Insight Portal account, FFS providers can email [servicedesk@azahcccs.gov](mailto:servicedesk@azahcccs.gov) and please include the following information:

- Name of your organization and Provider Identification Number,
- Your full name, and
- Correct (work) email address.

Once you receive your login information, you can access the Transaction Insight Portal at:

<https://tiwebprd.statemedicaid.us/AHCCCS/default.aspx?ReturnUrl=%2fAHCCCS%2f>

### **General Transaction Insight Portal (TIBCO) Information and Set Purpose Code Selection**

If you have submitted a claim using one of the following methods, the AHCCCS Online Provider Portal, company software, clearinghouse, or billing company, you can still use TIBCO to attach the required documentation to your claim without having to resubmit the claim a second time. If there is a current claim on file, to attach the documentation to that claim, you will use the **AHCCCS 12-digit claim reference number** as your linking or attachment reference number. When using the claim number as the attachment number, please make sure to select **Set Purpose Code 11**. Please see the complete instructions listed in the training presentation below when using **Set Purpose Code 11**.

<https://www.azahcccs.gov/Resources/Downloads/DFSMTtraining/2022/TransactionInsightPortalSetPurposeCode11.pdf>

For those providers that are using the AHCCCS Online Provider Portal for the submission of the claim, in addition to completing the required tabs, you must also complete the **“Attachment”** tab. Doing this will prompt the system that you will be attaching documentation to that initial claim submission using the Transaction Insight Portal (TIBCO). The submitter will create a **PWK** number and please make sure to select **Set Purpose Code 02** when this option is selected. Please see the complete instructions listed in the training presentation below on how to create a PWK number for **Set Purpose Code 02**.

<https://www.azahcccs.gov/Resources/Downloads/DFSMTtraining/2023/TIBCOForesightTransactionInsightTIWebUploadAttachmentGuide.pdf>

If you require assistance or have questions about the Transaction Insight Portal, please, email [ProviderTrainingFFS@azahcccs.gov](mailto:ProviderTrainingFFS@azahcccs.gov)