Provider Registration Overview & Basic Provider Information

October 2019

Provider Overview

What will this training cover?

- Where can I find provider registration materials?

- What is the Provider Participation Agreement PPA?

- Where can I find the PPA?

- What is the New Provider Check List, and where can I find it?

- Where can I find policies and billing information for providers?

- Where can I find rates information?

Provider Registration Materials

New Providers

Any person or company may participate as an AHCCCS registered provider, if the person/company is qualified to render the covered service and complies with all AHCCCS policies and procedures for provider participation.

New provider materials can be found on the AHCCCS website at:

https://www.azahcccs.gov/PlansProviders/NewProviders/registration.html

Provider Registration Materials

New Providers

All providers of AHCCCS-covered services (either Fee-For-Service or managed care) must:

- Register with the AHCCCS Administration which requires signing the Provider Agreement that includes Federal requirements under 42 CFR Part 431.107.

- Meet AHCCCS requirements for professional licensure, certification or enrollment.

- Complete all applicable enrollment forms.

Provider Registration Materials

New Providers (continued…)

- Institutions (companies/facilities) are required to pay an *enrollment fee*, effective January 1, 2012.

- Specific provider types will require an OIG site visit prior to enrollment, and are subject to unannounced post enrollment site visits (Required Fee and-or Site Visit by Provider Type).

- Once registered, providers are encouraged to use the following check list to assist them in working with AHCCCS: Provider Office Check List.

- AHCCCS uses a variety of resources to help providers understand policies, prior authorization, claim submission, and changes to the program. An important notification regarding resources for Fee-for-Service providers can be found here: Provider Welcome Letter.

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Provider Registration Materials

New Providers

Provider Enrollment Contact Information

- In Maricopa County: 602-417-7670 and select option 5
  Outside Maricopa County: 1-800-794-6862
  Out-of-State: 1-800-523-0231
  Call Center Hours: Mon.-Fri., 8 a.m.-12 p.m. and 1 p.m. -
  4 p.m.
  Fax: 602-256-1474

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Provider Registration Materials

New Providers

AHCCCS Contact Information

- Write to:
  Arizona Health Care Cost Containment System (AHCCCS)
  ATTN: Provider Enrollment Unit
  PO Box 25520, MD-8100
  Phoenix, AZ 85002

Provider Registration Materials

New Providers

Provider Enrollment Packets – These can be found on the AHCCCS website at:

https://www.azahcccs.gov/PlansProviders/NewProviders/packet.html

Additionally revalidation packets, address update packets, and out of state/one-time waiver of registration requirement packets can be found on this web page.

Provider Registration Materials

New Providers

The type of packet you fill out depends on what type of provider you are registering as. There are packets for:

- Individuals/Companies/Facilities

- Group Billers

- Individual Provider Types
  - Certain provider types will need to fill out additional information.

Provider Types with Additional Application Requirements			
Attendant Care / Company	Affiliated Practice Hygienist	Homemaker	Independent Testing Facility
Nurse-Midwife	Physician Assistant	School Based Bus Transportation	Naturopath
NEMT Provider	NEMT Transportation Network Company	NEMT Equine	

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Provider Registration Materials

New Providers

Mail or fax completed and signed enrollment forms to:

Via Mail:

AHCCCS Provider Enrollment
P.O. Box 25520, Mail Drop 8100
Phoenix, AZ 85002

Via Fax:

Attn: AHCCCS Provider Enrollment
602 256-1474

Note: All applicable licenses and certifications must be submitted with the enrollment forms. If you have questions regarding the types of applicable licenses or certifications, please contact Provider Enrollment at the phone numbers listed below.

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Provider Participation Agreement

The Provider Participation Agreement (PPA) is an agreement between AHCCCS and the Provider, pursuant to Title XIX and Title XXI of the Social Security Act and A.R.S. §36-2901 et seq. to govern:

(1) the registration and payment for the health care services provided by the Provider to fee for service eligible persons who are not enrolled with a Contractor under contract with AHCCCS (Contractor) or who receive emergency services only,

(2) (2) the registration for a Provider to participate and deliver health care services to eligible persons who are enrolled with a Contractor, and

(3) (3) the registration of a Provider who wishes to participate and qualify under the onetime only waiver option.

Provider Participation Agreement

All providers, both Fee-for-Service and providers for MCO members, must sign the PPA.

The PPA requires that providers adhere to all AHCCCS guidelines, policies and manuals, including but not limited to:

- The AHCCCS Medical Policy Manual (AMPM);

- The AHCCCS Fee-For-Service Manual;
    - Note: This refers to the Fee-for-Service Provider Billing Manual and the IHS/Tribal Provider Billing Manual.

- AHCCCS Claims Clues; and

- Reporting Guides.

New Provider Welcome Letter

The New Provider Welcome Letter can be found on the AHCCCS Website at:

https://www.azahcccs.gov/PlansProviders/Downloads/ProviderWelcomeLetter.pdf

It reads as:

IMPORTANT INFORMATION FOR PROVIDERS PLEASE READ

Note of Importance: All AHCCCS registered providers can provide services to Fee-For-Service members, including those enrolled in the American Indian Health Program (AIHP) or Tribal ALTCS.

In addition to the Provider Billing Manuals found on the AHCCCS website, AHCCCS also provides the "Claims Clues" (newsletter) & "The DFSM Email Notification List" (email notifications, previously called Constant Contacts) to assist Providers in locating important information.

We strongly encourage you and your employees to dedicate time to sign up for and review these resources.

New Provider Welcome Letter

These publications are incorporated, by reference, into the Provider Participation Agreement. It is the provider's responsibility to remain apprised of information contained within these publications.

A COMPLETE list of policies and procedures can be found at:

- https://www.azahcccs.gov/PlansProviders/GuidesManualsPolicies/index.html

The Provider Fee-For-Service Billing Manual can be found at:

- https://www.azahcccs.gov/PlansProviders/RatesAndBilling/FFS/providermanual.html

The IHS/Tribal Provider Billing Manual can be found at:

- https://www.azahcccs.gov/PlansProviders/RatesAndBilling/ProviderManuals/IHStribalbillin gManual.html

The AHCCCS Fee-for-Service Health Plans web page can be found at:

- https://www.azahcccs.gov/PlansProviders/FeeForServiceHealthPlans

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New Provider Check List

The New Provider Check List can be found on the AHCCCS Website at:

- https://www.azahcccs.gov/PlansProviders/Downloads/ProviderOfficeCheckList.pdf

The New Provider Check List helps new providers and their office/billing staff prepare for working with AHCCCS. It providers helpful links, email addresses, and resource information.

It recommends that providers sign up for the DFSM Email Notification List (also known as ListServ/Constant Contacts), which sends email updates directly to a provider's email inbox.

Other AHCCCS email subscriptions are available at:

- https://www.azahcccs.gov/PlansProviders/AHCCCSlistserve.html

Policies & Billing Manuals

Where can the policies & billing manuals be found?

A COMPLETE list of policies and procedures can be found at:

- https://www.azahcccs.gov/PlansProviders/GuidesManualsPolicies/index.html

The Provider Fee-For-Service Billing Manual can be found at:

- https://www.azahcccs.gov/PlansProviders/RatesAndBilling/FFS/providermanual.html

The IHS/Tribal Provider Billing Manual can be found at:

- https://www.azahcccs.gov/PlansProviders/RatesAndBilling/ProviderManuals/IHStribalbillin gManual.html

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Policies & Billing Manuals

Where can the policies & billing manuals be found? (Continued…)

The AHCCCS Medical Policy Manual can be found at:

- https://www.azahcccs.gov/shared/MedicalPolicyManual/

The AHCCCS Contractors Operations Manual can be found at:

- https://www.azahcccs.gov/shared/ACOM/

The AHCCCS Fee-for-Service Health Plans web page can be found at:

- https://www.azahcccs.gov/PlansProviders/FeeForServiceHealthPlans

FFS Provider Billing Manual

Fee-For-Service Provider Billing Manual

The Fee-For-Service (FFS) Provider Billing Manual is intended to outline billing requirements for providers who are billing the AHCCCS Division of Fee-for-Service Management (DFSM) unit for reimbursement.

It includes chapters on the following:

- Member eligibility;

- Provider records & registration;

- General billing rules;

- Instructions for billing on the UB-04, ADA 1200 and CMS 1500 claim forms;

- Prior authorization;

- Billing when a member has Medicare or other insurance liability at play;

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FFS Provider Billing Manual

Fee-For-Service Provider Billing Manual

It includes chapters on the following (continued):

- Individual practitioner services (detailing important information pertaining to individual provider types);

- Hospital/inpatient billing;

- Billing for pharmacy, transportation, DME, free standing birthing centers, FESP members, home health care, nursing facilities, hospice services, transplants, and behavioral health services;

- ALTCS;

- Claims processing and correcting claims errors; and

- Understanding the remittance advice.

IHS/Tribal Provider Billing Manual

Indian Health Services (IHS) / Tribal Provider Billing Manual

The IHS/Tribal Provider Billing Manual contains similar information to the FFS Provider Billing Manual. However, it is customized to assist IHS/638 providers with billing for the All Inclusive Rate (AIR). It additionally contains a chapter specifically for the 638 FQHC (C5) provider type.

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Rates & Fee Schedules

FFS Fee Schedules

The Fee-for-Service fee schedules are available on the AHCCCS website and can be found here:

- https://www.azahcccs.gov/PlansProviders/FeeForServiceHealthPlans/feeschedules.html

Capitation Information

AHCCCS Capitation Information is available on the AHCCCS website and can be found here:

- https://www.azahcccs.gov/PlansProviders/RatesAndBilling/ManagedCare/capitation.html

Coding Information

FFS Fee Schedules by Procedure Code

A Procedure Code Lookup tool is available on the AHCCCS website, and it can be found here:

- https://www.azahcccs.gov/PlansProviders/FeeForServiceHealthPlans/physicianrates.html

This tool is meant to assist providers in looking up rates by procedure codes.

Coding Information

Medical Coding Resources Web Page

AHCCCS has a Medical Coding Resources web page on the AHCCCS website at:

- https://www.azahcccs.gov/PlansProviders/MedicalCodingResources.html

The AHCCCS Medical Coding Unit is responsible for the update and maintenance of all medical coding related to AHCCCS claims and encounters processing. This includes place of service, modifiers, new procedure codes, new diagnoses, and coding rules. This unit is also responsible for reviewing and responding to any medical coding related guidelines or questions. This includes questions related to daily limits, procedure coverage, etc.

They can be reached by email at: CodingPolicyQuestions@azahcccs.gov

- NOTE: The Coding team cannot instruct providers on *how* to code or bill for a particular service. Those questions should be directed to the provider's professional coder/biller.

Provider Training

DFSM has a Provider Training Team!

The AHCCCS Provider Training Unit can assist providers in the following:

- How to fill out claim forms;
- How to submit claims and PA requests through the AHCCCS Online Provider Portal;
- How to status a claim or PA request through the AHCCC Online Provider Portal;
- How to use the Transaction Insight Portal (for the submission of accompanying documentation);
- Provide clarification on AHCCCS policies and system updates;
- Changes to the program; and
- Other details.

Provider Training

DFSM has a Provider Training Team!

Please note that the DFSM Provider Training Team does not instruct providers on how to code or bill for a particular service. For additional information on rates, coding, or the submission of claims to an ACC Health Plan please follow the below guidelines:

- **Rates** - Questions on AHCCCS FFS rates should be directed to the rates team at FFSRates@azahcccs.gov.

- **Coding** - Questions on AHCCCS Coding should be directed to the coding team at CodingPolicyQuestions@azahcccs.gov.
  - o NOTE: The Coding team cannot instruct providers on *how* to code or bill for a particular service. Those questions should be directed to the provider's professional coder/biller.

- **ACC Plan Claims** - Questions regarding the submission of claims to an AHCCCS Complete Care (ACC) Health Plan should be directed to the appropriate ACC Health Plan.

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Training Questions?

The DFSM Provider Training Team

Please outreach providertrainingffs@azahcccs.gov with questions.

Questions?

Thank You