



DFSM Email News Alerts

DFSM Provider Training Unit

June 2021



These materials are designed for the AHCCCS Fee-For-Service programs, including the American Indian Health Program (AIHP), Tribal Regional Behavioral Health Authority (TRBHA) and Tribal Arizona Long Term Care Services (ALTCS).

What are DFSM Email News Alerts?

Email News Alerts

DFSM offers email news alerts regarding upcoming trainings, changes to the program, claims and billing updates and requirements, system changes, forums and other business news.


- Sign up is easy!
- Stay connected! Be aware of what's to come!
- Email alerts are sent straight to a provider's email inbox, so it is quick and convenient!

What are DFSM Email News Alerts?

Stay Informed

You may sign-up for Constant Contact notifications and updates from the AHCCCS Division of Fee for Service Management (DFSM) at this [link](#).

Examples



Dear AHCCCS Fee-for-Service Providers,

AHCCCS will be providing a training session on **June 8, 2017 at 2:00 pm – 3:00 pm** (Phoenix Time) on **Replacement & Void**.

Providers and their staff are welcome to attend in person or by Webinar/Teleconference.

Appearing in Person: (Note: No Reservations required) **AHCCCS Administration
701E. Jefferson, 3rd floor Gold Room, Phoenix, AZ 85034**

Joining via Webinar/Teleconference: (Note: No reservation is required)

Dial In Info:

1. Dial the Conferencing access number: 1-877-820-7831
2. Dial the Conferencing Pass code: 162140#

Participant Features:

Mute /Un-mute	*6
Increase volume	*4
Decrease volume	*7
Increase Microphone	*5
Decrease microphone	*8

**PLEASE MUTE YOUR PHONE
DO NOT PLACE YOUR PHONE ON HOLD; THIS WILL DISRUPT THE
TRAINING WITH MUSIC.**

Click on the following link to **join** for the meeting via Go to Meeting:

<https://global.gotomeeting.com/join/64604703620292737/114942886>

By joining Go to Meeting you will see the presentation live but will need to call-in to hear the discussion.

NOTICE: This e-mail and any attachments to it may contain information that is PRIVILEGED and CONFIDENTIAL under State and Federal law and is intended only for the use of the specific individual(s) to whom it is addressed. This information may only be



NEWS

April 16, 2021

HHS Releases COVID-19 Care and Vaccine Access Fact Sheets

The US Dept. of Health and Human Services has released two fact sheets to help patients and providers better understand their rights and responsibilities regarding [access to COVID-19 vaccines](#).

The COVID-19 vaccines are free to all individuals living in the United States and these resources will help to empower patients and educate providers on this fact.

Fact Sheets:

Patient Fact Sheet ([English](#) | [Spanish](#))
Provider Fact Sheet ([English](#) | [Spanish](#))

Please feel free to distribute this information to your stakeholder as you see fit.

How to Sign Up

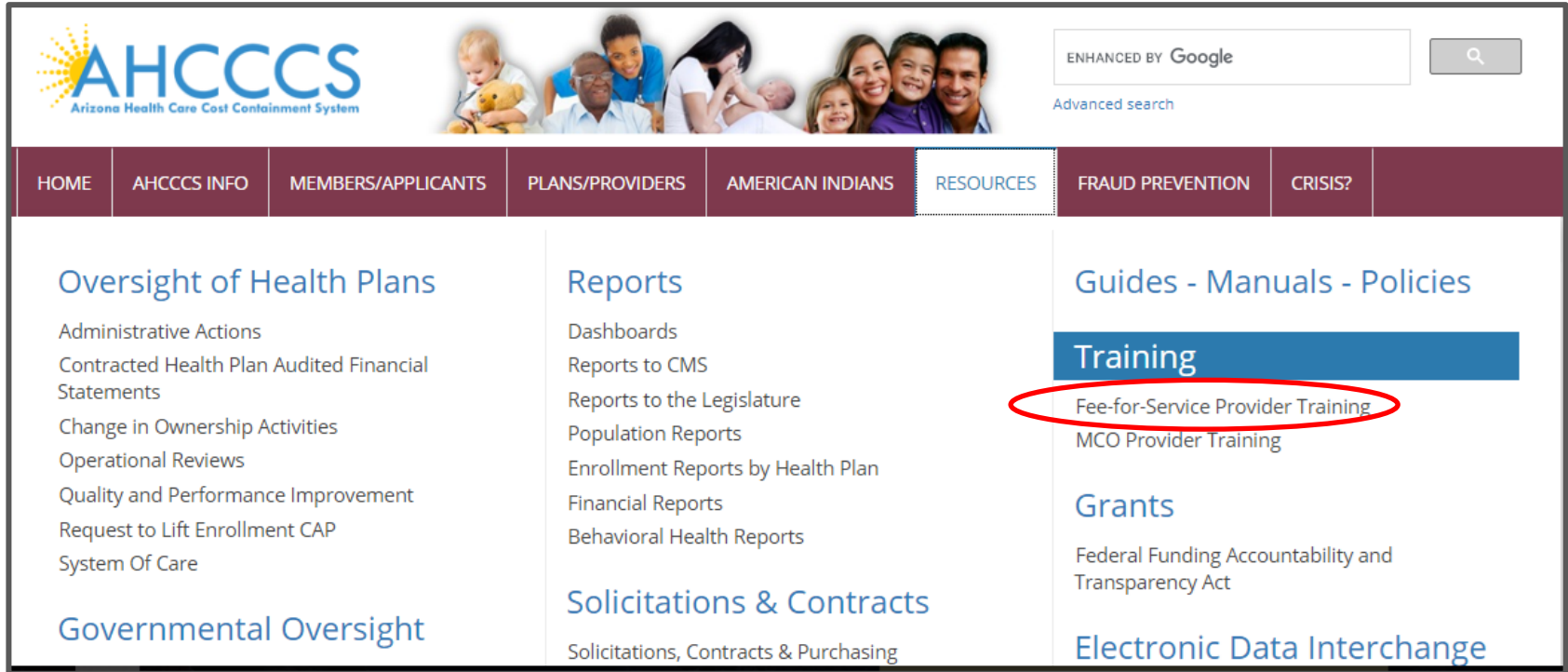
How to Sign Up for Email Alerts

Start at the AHCCCS
webpage:

www.azahcccs.gov/



How to Sign Up



The screenshot shows the AHCCCS website interface. At the top left is the AHCCCS logo with the text "Arizona Health Care Cost Containment System". To the right is a search bar with the text "ENHANCED BY Google" and a magnifying glass icon. Below the search bar is the text "Advanced search". A navigation menu is located below the search bar, with the "RESOURCES" tab highlighted. The main content area is divided into three columns. The left column contains "Oversight of Health Plans" and "Governmental Oversight". The middle column contains "Reports" and "Solicitations & Contracts". The right column contains "Guides - Manuals - Policies", "Training" (highlighted with a blue bar), "Grants", and "Electronic Data Interchange". Under the "Training" section, "Fee-for-Service Provider Training" is circled in red, and "MCO Provider Training" is listed below it.

AHCCCS
Arizona Health Care Cost Containment System

ENHANCED BY Google

Advanced search

HOME AHCCCS INFO MEMBERS/APPLICANTS PLANS/PROVIDERS AMERICAN INDIANS **RESOURCES** FRAUD PREVENTION CRISIS?

Oversight of Health Plans

- Administrative Actions
- Contracted Health Plan Audited Financial Statements
- Change in Ownership Activities
- Operational Reviews
- Quality and Performance Improvement
- Request to Lift Enrollment CAP
- System Of Care

Governmental Oversight

Reports

- Dashboards
- Reports to CMS
- Reports to the Legislature
- Population Reports
- Enrollment Reports by Health Plan
- Financial Reports
- Behavioral Health Reports

Solicitations & Contracts

- Solicitations, Contracts & Purchasing

Guides - Manuals - Policies

Training

- Fee-for-Service Provider Training
- MCO Provider Training

Grants

- Federal Funding Accountability and Transparency Act

Electronic Data Interchange

How to Sign Up

DFSM Provider Training Web Page

Scroll to “Receive Email News Updates” and click on “Subscribe”.

Receive Email News Updates

Providers are invited to subscribe to DFSM email news alerts regarding changes to the program, claims and billing updates and requirements, system changes, upcoming trainings, forums and other business news.

[Subscribe](#) to receive notifications about upcoming trainings, forums, and important business updates.

How to Sign Up

Subscribe for Email News Alerts from DFSM

Click on “Division of Fee for Service Management”

Subscribe to email newsletters from AHCCCS

We invite you to sign up for the various newsletters published by Divisions within AHCCCS. Click on the Divisions below to see a list of available newsletters. You may unsubscribe at any time by clicking the Unsubscribe link at the bottom of every email.

Division of Fee for Service Management: [↗](#) news for the various Fee for Service healthcare providers.

Division of Community Advocacy and Intergovernmental Relations: [↗](#) Office of Individual and Family Affairs (OIFA) weekly newsletter

Division of Health Care Management: [↗](#) contractor requests for proposals; EHR notifications; behavioral health covered services notifications; and ACOM, AMPM, and Tribal Consultation updates.

Office of the Director: [↗](#) subscribe to the agency's monthly newsletter (see [past issues](#)); tribal liaison updates, AHCCCS Works news, behavioral health & suicide prevention updates, OTP provider news, and occasional updates from the pharmacy department and Justice initiatives.

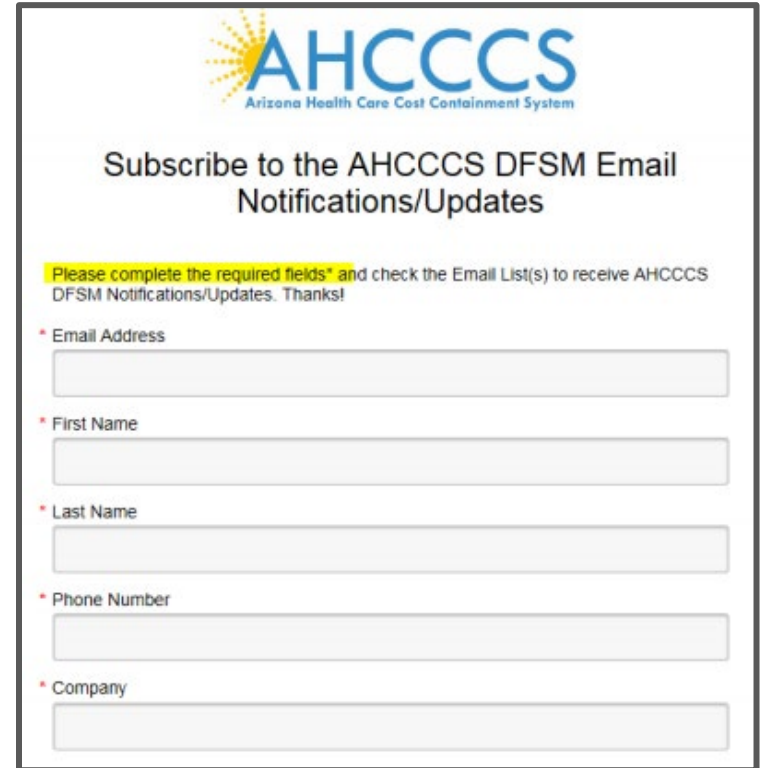
Targeted Investments Program [↗](#)

Provider Enrollment: [↗](#) news for AHCCCS-registered providers.

How to Sign Up

Subscribe for Email News Alerts

Make sure to fill in all required fields marked with a red asterisk*



The screenshot shows a sign-up form for AHCCCS DFSM Email Notifications/Updates. At the top is the AHCCCS logo with the text "Arizona Health Care Cost Containment System". Below the logo is the title "Subscribe to the AHCCCS DFSM Email Notifications/Updates". A yellow highlighted instruction reads: "Please complete the required fields* and check the Email List(s) to receive AHCCCS DFSM Notifications/Updates. Thanks!". The form contains five input fields, each preceded by a red asterisk: "Email Address", "First Name", "Last Name", "Phone Number", and "Company".

How to Sign Up

Subscribe for Email News Alerts

Mark the appropriate provider specialty and any additional lists you are interested in.

- Example: If you are a BH Provider and work at an IHS/638 facility, you may want to select “FFS – BH Providers”, “FFS – IHS-638 Providers”, and “FFS – All Providers”.

Hit “Sign Up”

Email Lists

- Assisted Living Facilities (ALFs)
- ET3 Updates
- FFS - BH Providers
- FFS Electronic Visit Verification (EVV) List
- FFS IHS-638 Providers
- FFS TRBHA Distribution
- FFS-All Providers
- FFS-Ancillary
- FFS-DFSMCARECOORDINATION
- FFS-HCBS Providers
- FFS-Hospital-Facilities
- FFS-Practitioners
- FFS-Transportation
- General Interest
- IHS 638 Pharmacies
- IHS/638 Facility Case Managers
- Medical Coding Resources
- Non-IHS/638 Facility Case Managers
- Nursing Facilities (SNFs)
- TribalALTCs

By submitting this form, you are consenting to receive marketing emails from: AHCCCS-DFSM, 701-4 E. Jefferson . Phoenix, AZ 85034 United States. <http://www.azahcccs.gov>. You can revoke your consent to receive emails at any time by using the [EO SafeUnsubscribe®](#) link, found at the bottom of every email. [Emails are grouped by Constant Contact.](#)

Sign Up



DFSM Provider Education and Training Unit

DFSM Provider Training

The DFSM Provider Education and Training Unit can assist providers with the following:

- How to submit and status claims or prior authorization requests through the AHCCCS Online Provider Portal (FFS programs, including AIHP, TRBHAs and Tribal ALTCS).
- Submission of documentation using the Transaction Insight Portal (i.e. the AHCCCS Daily Trip report, requested medical records, etc.).

Additionally, the DFSM Provider Training unit offers trainings with informational updates to program changes, system updates, and changes to the AHCCCS policy, AHCCCS guides and manuals.

Education and Training Questions?

The DFSM Provider Education and Training Unit does not instruct providers on how to code or bill for a particular service.

For additional information on rates and coding 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
 - 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.

The DFSM Provider Training Team can be reached at ProviderTrainingFFS@azahcccs.gov

Technical Questions?

For technical assistance with the AHCCCS Online Provider Portal, please call:

- AHCCCS ISD Customer Support Desk at 602-417-4451 or ISDCustomerSupport@azahcccs.gov

Claims Questions?

For claims questions that cannot be resolved on the portal, please outreach the Claims Customer Service team at:

- Phone: (602) 417-7670 – Select Option 4
- From: Monday – Friday from 7:30am – 4:00pm (Phoenix Time).

The Claims Customer Service team can assist with the following items:

- Details regarding a claim status that cannot be answered on the AHCCCS Online Provider Portal;
- Providing denial codes and general information regarding denied claims; and
- Providing general information about approved and pended claims.

NOTE: Providers should not call the Claims Customer Service team if they have questions on rates, CPT/HCPCS codes and modifiers, billing questions, the address a check was mailed to, and payment details for approved claims.

Prior Authorization Questions?

For prior authorization questions, please visit the AHCCCS Online Provider Portal or the AHCCCS website at:

- AHCCCS Online Provider Portal:
 - <https://azweb.statemedicaid.us/Account/Login.aspx?ReturnUrl=/>
- DFSM Prior Authorization Web Page:
 - <https://www.azahcccs.gov/PlansProviders/FeeForServiceHealthPlans/PriorAuthorization/requirements.html>

Providers can check the status of a submitted authorization request online and view messages from PA staff under the Prior Authorization Inquiry link.

Prior Authorization Questions?

For questions that cannot be resolved on the portal, please outreach the Fee-for-Service Authorization Phone Line at:

- Within Maricopa County: 602-417-4400, Select option 1 for transportation
- Statewide: 1-800-433-0425
- Outside Arizona: 1-800-523-0231
- FESP Dialysis: 602-417-7548

NOTE: Providers should not call the FFS Prior Authorization team if they have questions on rates, CPT/HCPCS codes and modifiers, billing questions, claims, or for status updates.

Policy Information

AHCCCS FFS Provider Billing Manual:

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

AHCCCS IHS/Tribal Provider Billing Manual:

- <https://www.azahcccs.gov/PlansProviders/RatesAndBilling/ProviderManuals/IHtribalbillingManual.html>

AHCCCS Medical Policy Manual

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

Questions?

Thank You.