

DFSM Provider Training Schedule Third Quarter 2023

The Division of Fee-For-Service Management Provider Training Unit holds virtual training sessions for AHCCCS Fee-for-Service providers. All training sessions are held via ZOOM and to participate in a training session, providers must register in advance. Zoom training reminders are emailed via DFSM Email Alerts prior to the scheduled training. The training schedule is subject to change and participants will be notified of any changes via the DFSM Email Alerts.

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July 2023	
<p>Thursday 7/6/2023 09:30-11:00 am Zoom Registration Link</p>	<p><u>Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training</u> <i>BHRF Policy 320-V is an overview of the care and services provided in a BHRF. Topics include PA requirements, criteria for admission, treatment outcomes, discharge planning, etc.</i></p>
<p>Monday 7/10/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>IHS/638 Tribal Providers Billing the All-Inclusive Rate</u> <i>This training is for IHS/638 Tribal providers only and is an overview of services that are billable under the AIR, billing multiple encounters, tribal self-insurance services, etc.</i></p>
<p>Tuesday 7/11/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>General Direct Care Agency (DCA) Worker Training: Audit Tool</u> <i>The purpose of this training is to provide an overview of the Direct Care Agency Audit Tool, which aims to help ensure the safety of members and the Quality of Care they are receiving.</i></p>
<p>Wednesday 7/12/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Submitting Documentation using the Transaction Insight Portal</u> <i>This training will cover how to use the Transaction Insight Portal (TIBCO), to attach documentation for a Fee-for-Service claim. It will also cover how to complete the Attachment Tab during the claim submission process via the AHCCCS Online Provider Portal.</i></p>
<p>Wednesday 7/12/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Office of General Counsel (OGC) Claims Disputes Overview</u> <i>An overview of what are valid and invalid claim disputes, filing timeframes, and how to avoid filing a claim dispute.</i></p>
<p>Thursday 7/13/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>IHS/638 Tribal Facility Billing Guide Ambulatory Surgery Center (ASC)</u> <i>This training material is designed for IHS/638 Tribal providers only and provides general billing and claim submission guidance for services performed in an Ambulatory Surgery Center setting.</i></p>
<p>Monday 7/17/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Voids and Replacements of Claims</u> <i>Overview of how to submit voids and replacements for Fee-for-Service claims (CMS 1500, UB-04 and ADA 2012 claim forms) using the AHCCCS Online Provider Portal, timeframes for submitting Void and Replacement claims.</i></p>
<p>Tuesday 7/18/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>AHCCCS NEMT Trip Report, Updates</u> <i>How to complete the AHCCCS Daily Trip Report, NEMT billing reminders and most common errors when completing the AHCCCS Daily Trip Report.</i></p>

<p>Tuesday 7/18/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Professional Claim Submission (AHCCCS Online Provider Portal)</u> <i>An overview of how to submit a professional claim (CMS 1500) using the AHCCCS Online Provider Portal.</i></p>
<p>Wednesday 7/19/2023 09:30-11:00 am Zoom Registration Link</p>	<p><u>Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training</u> <i>BHRF Policy 320-V is an overview of the care and services provided in a BHRF. Topics include PA requirements, criteria for admission, treatment outcomes, discharge planning, etc.</i></p>
<p>Wednesday 7/19/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)</u> <i>How to submit a prior authorization request using the AHCCCS Online Provider Portal.</i></p>
<p>Thursday 7/20/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Third Party Liability (TPL)</u> <i>This training is an overview of the coordination of benefits, third party liability, secondary Medicare claims, and submission requirements for the Medicaid program.</i></p>
<p>Monday 7/24/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Participating Provider Reporting Requirements</u> <i>This training reviews the reporting requirements for AHCCCS provider types Integrated clinics (Provider Type IC), behavioral health outpatient clinics (Provider Type 77), and clinics (Provider Type 05).</i></p>
<p>Tuesday 7/25/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Submitting Documentation using the Transaction Insight Portal</u> <i>This training will cover how to use the Transaction Insight Portal (TIBCO), to attach documentation for a Fee-for-Service claim. It will also cover how to complete the Attachment Tab during the claim submission process via the AHCCCS Online Provider Portal.</i></p>
<p>Tuesday 7/25/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Medical Equipment and Appliances, Medical Supplies, Orthotics and Prosthetics</u> <i>The purpose of this training is to provide an overview of policy and billing requirements for DME, medical supplies, orthotics, and prosthetics.</i></p>
<p>Wednesday 7/26/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Dental Claim Form Submission</u> <i>How to submit a dental claim using the AHCCCS Online Provider Portal.</i></p>
<p>Thursday 7/27/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Documentation for Claims Submission and Concurrent Review</u> <i>This training covers the responsibility of providers to submit required documentation with claims, and to respond to AHCCCS requests for documentation for concurrent review. NOTE: This training does not cover 'how to use' the Transaction Insight Portal.</i></p>
<p>Monday 7/31/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Institutional Claim Form Submission</u> <i>How to submit an institutional (UB-04) claim using the AHCCCS Online Provider Portal.</i></p>
August 2023	
<p>Tuesday 8/1/2023 09:30-11:00 am Zoom Registration Link</p>	<p><u>Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training</u> <i>BHRF Policy 320-V is an overview of the care and services provided in a BHRF. Topics include PA requirements, criteria for admission, treatment outcomes, discharge planning, etc.</i></p>

<p>Tuesday 8/1/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Submitting Documentation using the Transaction Insight Portal</u> <i>This training will cover how to use the Transaction Insight Portal (TIBCO), to attach documentation for a Fee-for-Service claim. It will also cover how to complete the Attachment Tab during the claim submission process via the AHCCCS Online Provider Portal.</i></p>
<p>Wednesday 8/2/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>IHS/638 Tribal Providers Billing the All-Inclusive Rate</u> <i>This training is for IHS/638 Tribal providers only and is an overview of services that are billable under the AIR, billing multiple encounters, tribal self-insurance services, etc.</i></p>
<p>Thursday 8/3/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>VOIDS and Replacements of Claims</u> <i>Overview of how to submit voids and replacements for Fee-for-Service claims (CMS 1500, UB-04 and ADA 2012 claim forms) using the AHCCCS Online Provider Portal, timeframes for submitting Void and Replacement claims.</i></p>
<p>Monday 8/7/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>AHCCCS NEMT Trip Report, Updates</u> <i>How to complete the AHCCCS Daily Trip Report, NEMT billing reminders and most common errors when completing the AHCCCS Daily Trip Report.</i></p>
<p>Tuesday 8/8/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>IHS/638 Tribal Facility Billing Guide Ambulatory Surgery Center (ASC)</u> <i>This training material is designed for IHS/638 Tribal providers only and provides general billing and claim submission guidance for services performed in an Ambulatory Surgery Center setting.</i></p>
<p>Tuesday 8/8/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Office of General Counsel (OGC) Claims Disputes Overview</u> <i>An overview of what are valid and invalid claim disputes, filing timeframes, and how to avoid filing a claim dispute.</i></p>
<p>Wednesday 8/9/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)</u> <i>How to submit a prior authorization request using the AHCCCS Online Provider Portal.</i></p>
<p>Thursday 8/10/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Third Party Liability (TPL)</u> <i>What is Third Party Liability (TPL), and things providers should consider regarding claim submissions when a member has TPL/Medicare.</i></p>
<p>Monday 8/14/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Behavioral Health Overview</u> <i>This presentation covers behavioral health providers, definitions, supervision and clinical oversight of BHPP and BHTs and more.</i></p>
<p>Tuesday 8/15/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Submitting Documentation using the Transaction Insight Portal</u> <i>This training will cover how to use the Transaction Insight Portal (TIBCO), to attach documentation for a Fee-for-Service claim. It will also cover how to complete the Attachment Tab during the claim submission process via the AHCCCS Online Provider Portal.</i></p>
<p>Wednesday 8/16/2023 1:00-2:00 pm Zoom Registration Link</p>	<p><u>Medical Equipment and Appliances, Medical Supplies, Orthotics and Prosthetics</u> <i>The purpose of this training is to provide an overview of policy and billing requirements for DME, medical supplies, orthotics, and prosthetics.</i></p>
<p>Thursday 8/17/2023</p>	<p><u>General Direct Care Agency (DCA) Worker Training: Audit Tool</u></p>

<p>10:00 - 11:00 am Zoom Registration Link</p>	<p><i>The purpose of this training is to provide an overview of the Direct Care Agency Audit Tool, which aims to help ensure the safety of members and the Quality of Care they are receiving</i></p>
<p>Monday 8/21/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Documentation for Claims Submission and Concurrent Review</u> <i>This training covers the responsibility of providers to submit required documentation with claims, and to respond to AHCCCS requests for documentation for concurrent review. NOTE: This training does not cover 'how to use' the Transaction Insight Portal.</i></p>
<p>Tuesday 8/22/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>AHCCCS NEMT Trip Report, Updates</u> <i>How to complete the AHCCCS Daily Trip Report, NEMT billing reminders and most common errors when completing the AHCCCS Daily Trip Report.</i></p>
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<p>Monday 8/28/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>AHCCCS Remittance Advice</u> <i>This training covers general information contained on the Electronic Remittance Advice (835) and paper remits, informational fields and payment details.</i></p>
<p>Tuesday 8/29/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Submitting Documentation using the Transaction Insight Portal</u> <i>This training will cover how to use the Transaction Insight Portal (TIBCO), to attach documentation for a Fee-for-Service claim. It will also cover how to complete the Attachment Tab during the claim submission process via the AHCCCS Online Provider Portal.</i></p>
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<p>Thursday 8/31/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)</u> <i>How to verify the status and request a prior authorization using the AHCCCS Online Provider Portal.</i></p>
September 2023	
<p>Wednesday 9/6/2023 10:00-11:00 am Zoom Registration Link</p>	<p><u>AHCCCS NEMT Trip Report, Updates</u> <i>How to complete the AHCCCS Daily Trip Report, NEMT billing reminders and most common errors when completing the AHCCCS Daily Trip Report.</i></p>
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