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## CLAIMS CLUES

A Publication of the AHCCCS DFSM Claims Department

### UPCOMING TRAINING: BEHAVIORAL HEALTH PRIOR AUTHORIZATION

On **May 11, 2017**, AHCCCS/DFSM will hold a training for Fee-For-Service (FFS) providers on the Behavioral Health PA Process. Topics that will be covered include:

[1] Authorization submission method; [2] Authorization requirements for Level 1 facility admissions; [3] Documentation requirements for initial and continued authorization; [4] Common documentation issues and a Questions and answers session.

The training will be held at:

**AHCCCS Administration 701 E. Jefferson, 3rd floor Gold Room, Phoenix, AZ 85034.** You can also participate by Webinar/Tele-conference:

Conference access number:

**1-877-820-7831**

Conference Pass Code:

**162140#**

Go-to-Meeting:

<https://attendee.gotowebinar.com/register/5583604101846586881>

#### **PA Training Topics:**

- Authorization submission method
- PA requirements Level 1 facilities
- Documentation Requirements
- Common documentation issues

### **SIGN UP FOR ELECTRONIC PAYMENTS**

Call **602.417.4451**  
-or- email:  
[ISDCustomerSupport@azahcccs.gov](mailto:ISDCustomerSupport@azahcccs.gov)

#### PROVIDER EDUCATION DATES

- **Prior Authorization**  
**5/11/17** 2:00-3:30pm  
Gold Rm – 3<sup>rd</sup> Floor
- **Podiatry**  
5/23/17 2:00-3:30pm  
Gold Rm – 3<sup>rd</sup> Floor
- **Replacements & Voids**  
6/8/17 2:00-3:00pm  
Gold Rm – 3<sup>rd</sup> Floor

#### UPCOMING HOLIDAYS

- **5/29/17 Memorial Day**
- **7/4/17 Independence Day**

**Prior Authorization Questions**  
**FFS PA Line**  
**(602) 417-4400**

**Claims Customer Service**  
**Billing Questions**  
**(602) 417-7670**

**Provider Registration Process**  
**Questions**  
**(602) 417-7670**  
**Fax Applications**  
**(602) 256-1474**

**Technical Assistance with**  
**Online Web Portal**  
**(602) 417-4451**