

CLAIMS CLUES

A Publication of the AHCCCS DFSM Claims Department

November 2016

Week of December 12, 2016 Fee-For-Service Payments and Remits Will Be Delayed One Day

The State accounting system is transitioning to a new platform this coming weekend. Due to the transition, next week's fee-for-service payments will be delayed one day. The checks will be mailed and the EFT transactions will be transmitted to the bank on Friday, December 16th. In addition, both electronic and paper remits will also be delayed one day. Thank you for your patience and cooperation.

Reminder: AHCCCS will be closed December 26, 2016 (Monday) to observe Christmas Day.

The claims payment schedule for the week of December 26, 2016 will have a one day delay due to the holiday.

Non-Emergency Medical Transportation (NEMT)

Fee-For-Service (FFS) Prior Authorization (PA) Changes:

- ❖ **Effective January 1, 2017** Non IHS/638 NEMT providers transporting TRBHA members over 100 miles, one way or round trip, must receive prior authorization for the transport. Behavioral health transports must be to and from a covered behavioral health service. Prior Authorization requests:

1. Must be submitted prior to service delivery in order to be considered timely.
2. Must contain a valid behavioral health diagnosis.
3. Should be submitted using the AHCCCS Online system.

For additional information, please sign up and attend the scheduled December 08, 2016 BH NEMT training session.

❖ In an effort to manage an increased volume of calls received in the FFS Prior Authorization area, the following changes will occur immediately:

1. FFS PA staff will limit provision of authorizations by phone to services related to pending hospital discharges.
 - It is preferred that providers enter requests using the AHCCCS Web Portal at:
<https://azweb.statemedicaid.us/Account/Login.aspx?ReturnUrl=%2f>
 - Requests can also be submitted by fax 24hrs a day/7 days a week. All faxed requests *must* be accompanied by a FFS form as the coversheet. FFS forms can be obtained at:
<https://www.azahcccs.gov/PlansProviders/RatesAndBilling/FFS/priorauthorizationforms.html>.
2. FFS PA staff will not provide member eligibility or authorization status by phone as this information is available online 24 hours a day/7 days a week at: <https://azweb.statemedicaid.us/Account/Login.aspx?ReturnUrl=%2f>.

Providers requiring training on how to submit authorizations using the AHCCCS Web Portal can request training by emailing a training request to: ProviderTrainingFFS@azahcccs.gov.

DFSM Training schedule

On Thursday **December 08, 2016**, the Division is offering a training session/notification on Behavioral Health- Non Medical Emergency Transportation (BH-NEMT) from 1:30 PM -2:30 PM at 701 East Jefferson Street, Phoenix AZ 85034 in the HRD Room, located on the 3rd floor.

On Monday **December 19, 2016**, the Division is offering a training session on Void and Replacement from 1:30 PM -2:30 PM at 701 East Jefferson Street, Phoenix AZ 85034 in the Gold Room, located on the 3rd floor.

To sign up for trainings and to receive notifications, please sign up for ListServ Notifications. For directions on how to sign up to receive ListServ Notifications, please click this link here:
<https://www.azahcccs.gov/PlansProviders/AHCCCSlistserve.html>

Contacts and links:

- For technical assistance regarding claims issues and training, please email ProviderTrainingFFS@azahcccs.gov
- Dental authorization requests should be mailed to:

AHCCCS DFSM – Prior Authorization: Dental
Mail Drop # 8900
701 E. Jefferson Street
Phoenix, AZ 85034
- Fee-For-Service Authorization Request Forms can be found at:
<https://www.azahcccs.gov/PlansProviders/RatesAndBilling/FFS/priorauthorizationforms.html>
- Please direct Prior Authorization or Claims/Billing inquiries to:
 - Fee-For-Service Prior Authorization Line: 602-417-4400
 - Fee-For-Service Claims Customer Service: 602-417-7670
- For questions regarding the provider registration process, please contact Angelica Quezada, Health Program Manager II within the Provider Registration section at (602)417-4098 or Angelica.Quezada@azahcccs.gov. Applications can be faxed to Angelica Quezada's attention at (602)256-1474.
- For technical assistance with your AHCCCS online web portal, please call AHCCCS ISD Customer Support Desk at 602-417-4451