



AHCCCS

## CLAIMS CLUES

A Publication of the AHCCCS Claims Department  
May 2011

### MANDATORY UNPAID FURLOUGH DAYS TO END

Recently the Arizona Legislature approved, and Governor Jan Brewer signed into law, a series of bills to implement a state budget for Fiscal Year 2012. This legislation allows for the elimination of all future mandatory furlough days for State Employees. However, the legislation also allows agencies to implement furlough days, if needed, due to the individual agency's budget circumstances.

AHCCCS will be ending the unpaid furlough day program and will restore these days as normal days of business.

### NEW INFORMATION POSTED TO AHCCCS WEB SITE

There have been some new postings to the AHCCCS website that might be of interest and help to providers.....

#### Claims Customer Service Hours

<http://www.azahcccs.gov/commercial/ClaimsCustomerService.aspx>

#### FAQs for American Indian Health Program (AIHP)

<http://www.azahcccs.gov/commercial/ProviderBilling/indianproviders/indianproviders.aspx>

<http://www.azahcccs.gov/tribal/default.aspx>

#### FAQs for Non-Emergency Transportation (NEMT)

<http://www.azahcccs.gov/commercial/ProviderBilling/manuals/NEMT.aspx>

<http://www.azahcccs.gov/commercial/ProviderBilling/manuals/NEMT.aspx>

**TRAINING FOR NON-EMERGENCY TRANSPORTATION PROVIDERS**  
**SCHEDULED**

AHCCCS Fee For Service will be presenting a Provider Training session for ALL Non-Emergency Transportation Providers:

Monday, June 6<sup>th</sup>  
10am-12 noon  
AHCCCS Administration Office  
Gold Room  
701 E. Jefferson  
Phoenix, AZ

Topics to be covered:

- How to bill for services
- Record keeping
- Audits
- Misc questions

**PERM CLAIMS SUBMISSION HAS BEGUN**

PERM (Payment Error Rate Measurement) 2011 has begun. AHCCCS is in the process of submitting the claims for Federal Fiscal Year 2011, 1<sup>st</sup> quarter (October-December 2010) and 2<sup>nd</sup> quarter (January-March 2011). The universe of claims is submitted to a Statistical Contractor (SC) contracted by the Centers for Medicare and Medicaid Services (CMS) who will pull a sample of cases from the universe for each quarter. The sample selection will be passed on to a Review Contractor (RC) also contracted by CMS. The Review Contractor will contact the provider of each selected claim to verify the phone number of the provider and the address from which to request medical records. The RC will then send a formal letter to the provider requesting medical records to support the claim. Please cooperate with these contractors as the claim will be considered an error if the documentation to support it is not submitted. If you have any questions concerning PERM please contact an AHCCCS PERM Contact:

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|--|----------------|
| Kim Sanchez, PERM Project Manager  | (602) 417-4563 |
| <a href="mailto:kim.a.sanchez@azahcccs.gov">kim.a.sanchez@azahcccs.gov</a> |                |
| Kyra Westlake, Claims Manager  | (602) 417-7532 |
| <a href="mailto:Kyra.westlake@azahcccs.gov">Kyra.westlake@azahcccs.gov</a> |                |
| Carol Nilson, Medical Review Manager                                       | (602) 417-4505 |
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## **A REMINDER ABOUT SYNAGIS**

Please remember that AHCCCS can only cover Synagis (palivizumab) when it is medically necessary. The AHCCCS FFS division is using the modified AAP criteria to determine medical necessity. These criteria are available in the 2009 Red Book or in the original AAP article available here:

<http://aappolicy.aappublications.org/cgi/content/full/pediatrics;112/6/1442>

Keep in mind that we have a duty to review and recoup claims that do not meet medical necessity. If you believe strongly that a patient may need Synagis but does not meet the above criteria, you may submit the case to the FFS prior authorization department for medical review.