Division of Fee for Service Management update
DFSM Statistics

• 6,429,809-Claims received SFY14
• 86.04%-Percentage of electronic claims
• 57,114-Calls received in CCS
• 41,034-Calls received in UM/CM
• 99.54%-30 day turnaround
• 99.95%-90 day turnaround
IHS/638 Recycle

• Began the week of May 19th
• 255,762 claims to be recycled
• 123,970 claims have been completed
Auditing

• PERM audit year
• High error rate when auditing IHS/638 facilities
• Common errors
  • Part D drugs
  • Unbundling
  • No documentation
  • Non-covered services
Training Schedule

Jun 16 Ambulatory Surgical Center (ASC) Billing
Jul 14 Non-Emergency Transport/ Trip Report (275) Attachment
Jul 28 Submitting a Prior Authorization utilizing the AHCCCS website
Aug 11 On-Line Claim Submission Process
Aug 25 How to Submit a Replacement or Voided Claim Online
Sep 08 Medicare Remit Easy Print (MREP) Usage
Sep 22 To Be Determined
Oct 06 To Be Determined
Oct 20 Non-Emergency Transport/ Trip Report (275) Attachment
Nov 03 Submitting a Prior Authorization utilizing the AHCCCS website
Nov 17 On-Line Claim Submission Process
Dec 01 How to Submit a Replacement or Voided Claim Online
Dec 15 Ambulatory Surgical Center (ASC) Billing
Important Documents

• AHCCCS Medical Policy Manual
• DFSM FFS Provider Billing Manual
• DFSM IHS/638 Provider Billing Manual
• IHS/638 Telehealth Manual
• AHCCCS Behavioral Health Services Guide

http://www.azahcccs.gov/commercial/ProviderBilling/manuals/manuals.aspx
Questions?

Reaching across Arizona to provide comprehensive quality health care for those in need
Thank You.

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