Tutorial on AHCCCS website

Chhoden Tshering
Education and Audit Manager
AHCCCS Website

1. Enter [www.azahcccs.gov](http://www.azahcccs.gov) in search bar
2. AHCCCS web page is displayed
Welcome to Arizona Health Care Cost Containment System (AHCCCS)

Arizona Health Care Cost Containment System (AHCCCS) is Arizona’s Medicaid agency that offers health care programs to serve Arizona residents. Individuals must meet certain income and other requirements to obtain services.

Reaching across Arizona to provide comprehensive quality health care for those in need
MEMBERS/APPLICANTS TAB

Welcome to Arizona Health Care Cost Containment System (AHCCCS)

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Reaching across Arizona to provide comprehensive quality health care for those in need
PLANS/PROVIDERS TAB

AHCCCS Online

Health Plans
- MCO Update Meetings
- Minimum Subcontract Provisions
- Reporting Third-Party Liability
- ALTCS Electronic Member Change Request (EMCR)
- Solicitations & Contracts
- Encounters
- Reinsurance
- Quality Assessment and Performance Improvement Strategy

New Providers
- Freestanding Emergency Department
- Provider Registration
- Provider Reenrollment
- Treat and Refer
- Minimum Subcontract Provisions
- Enrollment Fee

Current Providers
- Provider Website
- Provider Reenrollment
- CRS Referrals
- ALTCS Electronic Member Change Request (EMCR)
- Self Directed Attendant Care
- Direct Care Workers
- Nursing Facility Information
- Hospital Assessment
- Provider Survey
- Non-Emergency Medical Transportation
- EHR Incentive Program
- Data Access
- Proposition 206

Guides - Manuals - Policies

Rates and Billing
- Managed Care
- Fee-for-Service
- Copayments
- FQHC & RHC
- Hospital Presumptive Eligibility
- Hospital Reimbursement
- PCP Parity

Pharmacy

Reaching across Arizona to provide comprehensive quality health care for those in need
AMERICAN INDIANS TAB

Tribal Consultation
- Executive Order
- Federal Guidance
- Meetings with Tribes and I/T/U
- Medical Home Public Notice

Tribal Court Procedures for Involuntary Commitment

American Indian Health Program
- Technical Assistance

American Indian Health Facilities

Applicants

Members

Providers
- IHS/638 Quarterly Meeting Handouts

Long Term Care Case Management

Promising Practices

Tribal Relations
- Tribal Liaison

Pharmacy

Guides - Manuals - Policies

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Reaching across Arizona to provide comprehensive quality health care for those in need
1. Select “IHS/638 Quarterly Meeting Handouts”
2. IHS/638 Quarterly Forum is displayed
Tribal Consultation
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- IHS/638 Quarterly Meeting Handouts
- Long Term Care Case Management
- Promising Practices
- Tribal Relations
- Tribal Liaison
- Pharmacy

Guides - Manuals - Policies

GUIDES AND MANUALS FOR HEALTH PLANS AND PROVIDERS

AHCCCS ALTCS MEMBER CHANGE REPORT USER GUIDE
AHCCCS CLAIMS DASHBOARD REPORTING
AHCCCS CONTRACTOR OPERATIONS MANUAL (ACOM)
AHCCCS CONTRACTOR GUIDES & MANUALS
AHCCCS ENCOUNTER MANUAL
AHCCCS ENROLLMENT RATE CODES AND VALUES
AHCCCS FEE-FOR-SERVICE PROVIDER MANUAL
AHCCCS FINANCIAL REPORTING GUIDES
AHCCCS GRIEVANCE AND APPEAL SYSTEM REPORT
AHCCCS GUIDE TO LANGUAGE IN NOTICES OF ACTION (NOA) AND NOA DICTIONARY
AHCCCS IHS/TRIBAL PROVIDER BILLING MANUAL
AHCCCS MEDICAL POLICY MANUAL (AMPM)
AHCCCS PROGRAM INTEGRITY REPORTING GUIDE
AHCCCS PROVIDER AFFILIATION TRANSMISSION (PAT) MANUAL
AHCCCS REINSURANCE POLICY MANUAL
AHCCCS REINSURANCE PMIS TRAINING MANUAL
AHCCCS STRUCTURED PAYMENT TRANSMISSION MANUAL
AHCCCS TECHNICAL INTERFACE GUIDELINES (TIG)
AHCCCS TELEHEALTH TRAINING MANUAL

BEHAVIORAL HEALTH GUIDES & MANUALS
RESOURCES TAB

Oversight of Health Plans
- Administrative Actions
- Contracted Health Plan Audited Financial Statements
- Change in Ownership Activities
- Quality and Performance Improvement
- Request to Lift Enrollment CAP

Governmental Oversight
- Federal and State Requirements
- Legislative Sessions
- Waiver
- State Plans
- Budget Proposals

Hospital Finance & Utilization Information

Health Plan Report Card

Reports
- Reports to CMS
- Reports to the Legislature
- Population Reports
- Enrollment Reports by Health Plan
- Financial Reports
- Behavioral Health Reports
- Dashboard

Solicitations & Contracts
- Solicitations, Contracts & Purchasing
- Open Solicitations
- Closed Solicitations
- Contract Amendments
- Medicare D-SNP Agreements
- Bidders Library
- Vendor Registration

Guides - Manuals - Policies

DFSM Training

Grants
- State Innovation Model Initiative (SIM)
- Behavioral Health Services (BHS)

Electronic Data Interchange (EDI)
- EDI Technical Documents
- EDI Testing
- EDI Change Notices

Community Partners (HEAplus)

Pharmacy
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Welcome to Arizona Health Care Cost Containment System (AHCCCS)

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How to Report Fraud, Waste or Abuse of the Program

The Office of Inspector General (OIG) provides a way for members, plans, providers, and the public to report all forms of suspected fraud, waste or abuse of the program.

- Report Member Suspected Fraud or Abuse of the Program (Online Form)
- Report Provider or Contractor Suspected Fraud or Abuse of the Program (Online Form)

Who Can Report Fraud or Abuse

Absolutely anyone can report fraud, abuse, or member abuse. There are no restrictions.

Contacts

Provider Fraud
If you want to report suspected fraud by medical provider, please call the number below:
- In Maricopa County: 602-417-4045
- Outside of Maricopa County: 888-IT5-NOT-OK or 888-487-6686

Member Fraud
If you want to report suspected fraud by an AHCCCS member, please call the number below:
- In Maricopa County: 602-417-4193
- Outside of Maricopa County: 888-IT5-NOT-OK or 888-487-6686

Questions
If you have questions about AHCCCS fraud, abuse of the program, or abuse of a member, please contact the AHCCCS Office of Inspector General (OIG):
- Email: AHCCCSFraud@azahcccs.gov
Crisis Hotlines

24-Hour Crisis Hotlines – National

• 1-800-273-TALK (8255) National Suicide Prevention Lifeline
• 1-800-662-HELP (4357) National Substance Use and Disorder Issues Referral and Treatment Hotline

Suicide/Crisis Hotlines by County

• Maricopa County served by Mercy Maricopa Integrated Care:
  • 1-800-631-1314 or 602-222-9444
• Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz and Yuma Counties served by Cenpatico Integrated Care:
  • 1-866-495-6735
• Apache, Coconino, Gila, Mohave, Navajo and Yavapai Counties served by Health Choice Integrated Care:
  • 1-877-756-4090
• Gila River and Ak-Chin Indian Communities served by EMPACT:
  • 1-800-259-3449

Can’t find what you’re looking for? Please visit the AHCCCS Document Archive.
Questions?

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