Attendees:

Pascua Yaqui billing team
Tuba City Regional Health Care Center
Winslow Indian Health Care Center
Fort Defiance
Phoenix Indian Medical Center
Hopi Health Care
Albuquerque Indian Dental Clinic
Gila River
Gallup NM Service Unit
Sells Service Unit
Navajo Nation
Shiprock Service Unit
Salt River
Colorado River

Phoenix Area IHS
Tucson Area IHS

Neighborhood
North Country Healthcare
DD/DES Michelle Pollard
Community Health Associates
Patient Care Center

Circular Valley Care
Native Resource Development

Anne Dye, Deputy Assistant Director
Albert Escobedo, Claims Operations Administrator
Evie Grunwald, Administrator, Policy/Audit/Education
Peter Temaat, Research & Analysis
Karen Grady, UM/CM Manager
Melina Solomon, UM/CM Supervisor
John Archunde, Manager, Adjudication, Research & Testing
Markay Adams, Administrator, Behavioral Health Care
Patricia Krotenberg, Manager, Third Party Accounts
Lupe Lerma, Manager, Administrative Services
Leonor Arvizo, Supervisor, Imaging, Data Entry
Arlyn Valencia, Training
<table>
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<tr>
<th>Welcome and Roll Call</th>
<th>Anne Dye</th>
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<tr>
<td>Data Analysis &amp; Research</td>
<td>Peter Temaat is our new Data Analysis &amp; Research Manager</td>
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<td>Prior Authorizations &amp; TRBHA</td>
<td>Melina Solomon</td>
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<td>UM/CM Transportation Policy</td>
<td>Karen Grady, Melina Solomon</td>
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Slide presentation is available for viewing on the AHCCCS website at [https://www.azahcccs.gov/AmericanIndians/Downloads/Handouts/UMCMpresentation5216.pdf](https://www.azahcccs.gov/AmericanIndians/Downloads/Handouts/UMCMpresentation5216.pdf)

**Question:** Once medical necessity documentation is submitted for a service beyond the nearest IHS/638 facility and the PA is approved, is it required for the facility/provider to resubmit the documentation for subsequent follow-up visits?

**Answer:** The AHCCCS staff has the ability to look back for documentation on a previous PA, if there is a new authorization request for a follow up service. If the previous documentation is insufficient to support the medical necessity for the continued follow up visits, additional information may be requested.

**Question:** Does the member have to give the transportation provider or driver the names of the medications in order to be transported for a pharmacy visit?

**Answer:** No, this information is the member’s Protected Health Information (PHI) and it is not appropriate for non-emergency transportation providers to have any member’s PHI.

**Question:** Why does the referral documentation have to go to AHCCCS and not to the non-emergency transportation provider?

**Answer:** It is inappropriate for the non-emergency transport provider and drivers to have access to a member’s PHI, such as diagnosis, treatment, medical records, etc.
Pharmacy Limits and NDCs

Albert Escobedo
Evie Grunwald

Pharmacy clinic visit claims are to be billed on the UB-04 with revenue code 0519 and the facility’s NPI as the attending provider.

Pharmacy clinic visit is limited to 1 per date of service, per recipient, regardless of how many covered pharmacy services are rendered.

The pharmacy clinic visit can be one of the daily limit of 5 clinic visits.

Effective with date of service 7/1/2016 the pharmacy visit claims must be billed with the National Drug Code (NDC) for each medication/vaccine service. Any pharmacy claim billed with 0519 revenue code must have the NDCs for each medication or vaccine. *Do not bill with 0519 revenue code if the clinic visit isn’t pharmacy.*

When billing the pharmacy visit with multiple lines of NDCs, the first line must be a valid NDC and a covered services, billed amount is the AIR.

Currently we are still testing the system and further billing instructions and updates will be provided via ListServ emails.

All facilities are encouraged to send test claims prior to 7/1.

There will be a series of ListServ emails with updates and billing instructions – make sure your facility’s billing staff are signed up to receive these emails!! (see next item)

List Serve email notices

Albert Escobedo

As an AHCCCS provider, you should be signed up to receive emails regarding important provider notices and updates.

To sign up for the ListServ emails, go to the AHCCCS webpage and follow the instructions https://www.azahcccs.gov/PlansProviders/AHCCCSlistserve.html

Recycle AIR and Pharmacy Claims

Albert Escobedo

**AIR Recycles**
In April the AIR recycle was started. The attending provider March system promote caused the claims that were billed with a non-registered AHCCCS NPI to deny and the claims were recouped.

**Attending Provider**
In April a report was ran to identify any claims that denied for attending provider. Those claims were recycled and paid. This accounts for the provider getting a recoupment on one remit and then paying on another remit.
Pharmacy
Effective with date of service July 1, 2016, AHCCCS implemented the new billing requirement for IHS/638 outpatient pharmacy claims.

The AIR must be billed on the 1st line with the revenue code 0519 and a valid NDC for a covered pharmacy service; subsequent lines must be billed with the revenue code and NDC and can be billed with $0.00.

If the first line billed with AIR is an invalid NDC the claim will deny. To avoid a denial, the 1st line billed with AIR must be a valid NDC and an AHCCCS covered pharmacy service.

Questions & Answers

DFSM staff

**Question:** the AHCCCS system shows that a recipient has other coverage, but we show there is no other coverage. Who do we contact to get the recipient’s information updated?

**Answer:** The January 2016 Claims Clues has an article explaining how/who/where to get the other coverage information updated, available online at


**Question:** How do we bill electronically with the attending provider?

**Response:** see the AHCCCS 837 Standard Companion Guide available on the website at

https://www.azahcccs.gov/Resources/Downloads/EDIchanges/AZ837FFS_CG_v01_201106_DRAFT.pdf

For Attending Provider information, refer to the 9/8/2015 IHS/638 Forum handouts available on the website at


Important items for calling in to the next Forum meeting:

- **do not place your phone on “hold”** – your “hold” music causes ALL callers to hear nothing but your music
- we will ensure that the Go To Meeting will be set up to accommodate all remote participants

Please submit agenda items you want presented. When no agenda topics are suggested, we do our best to prepare presentations that are meaningful, but your suggestions are always preferred!