DIVISION OF FEE FOR SERVICE MANAGEMENT
HIGH-LEVEL Claims WORKFLOW OVERVIEW

AHCCCS
Arizona Health Care Cost Containment System

09/08/2015
Open, sorted, and batched by Receipt date, claims form type (red/black and white) & Supplemental (i.e. medical doc., EOB etc.).

Red forms are scanned via OCR and go directly to the Data Entry.

Black & white sent back to provider.

In-coming Paper Claims

Scanning

Data Entry (hold location)

Pass

PMMIS (Main Frame)

WIP (Work in Process) (Staging Area)

Editor (Business Rules)

Fail

Batch Management (QC Queue) (can be sent to rescanned or to manual data entry)

PMMIS Direct Entry

Finance

Correspondence

Adjudication

Medical Review
In-coming Electronic Claims

Claims Received by Electronic Transmission (837)

Claims Received Via the internet (Online Claim Submission (Web))

Claims received that day, come over that night

WIP (Work in Process) (Staging area)

EDITOR (Business Rules are applied) Routes claims to the appropriate queue's

Finance
Approved Claims

Correspondence
Denied Claims Correspondence is sent out

Adjudication
Pend Claims

Medical Review
Pend Claims
Paper documents submitted to AHCCCS (Fee-For-Service) are opened, sorted, and batched.

They are scanned, and a CRN is assigned to them.

They are routed to the work locations in Fortis.

Once it’s linked, the claim (CRN) is opened and sent to be adjudicated.

The document is linked to the claim in PMMIS using the CRN that was given to the document when it was scanned.

The diagram shows the workflow of incoming paper documents:

- **Editor**
  - **WIP** (Work in Process)

- **Finance**
- **Correspondence**
- **Adjudication**
- **Medical review**

**In-coming Paper Documents**
Using the CRN is a manual process. Documents uploaded that day, comes over that night and are routed to the ‘Not linked Supplemental’ queue, the documents are then manually linked to the claim in PMMIS, once linked, the claim is released for adjudication.

Using the PWK is an automatic process. Documents uploaded that day, come over that night and the system automatically starts looking for the claim that has the same PWK as the uploaded document, it then links the document to the claim, once linked, the claim is released for adjudication.
Electronic vs Paper Submission

• **Paper Submission**
  - Cost is higher for provider
  - Risk of postal error
  - Very manual process

• **Electronic Submission**
  - More efficient process
    - Quicker turn around from receipt to process
    - Internal errors reduced
    - lower cost to provider
    - No risk of postal error