ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

What's Changing for Health Plans

The AHCCCS Solutions Center has replaced many of the email addresses you use today to contact us and is the fastest way to reach us. Please see the matrix below for specific details on what is changing for you.

It is important to note that inquiries sent to these email addresses listed below will bounce back with a message referring you to the AHCCCS Solutions Center.

For help with:	Original Process	NEW AHCCCS Solutions Center Service Category	New AHCCCS Solutions Center Form Name
Reporting concerns about the quality of care received	Fill out form located at: https://azahcccs.gov/ACMS/Received.aspx	Access & Care Concerns	Access to Care/Eligibility
Appeals & Hearings	Submitted directly through the AHCCCS Solutions Center	Appeals & Hearings	Health Plan Service Appeal
Reporting suspected fraud.	Fill out form located at: https://www.azahcccs.gov/Fraud/ReportFraud/onlineform.aspx	Fraud Prevention	Fraud Prevention
Health Plan compliance concerns not resolved by Health Plan	Email: Mcocompliance@azahcccs.gov	Health Plan Provider Inquiries	Health Plan Provider Inquiries ** This form is not for Fee-For-Service issues or Member/Provider Enrollment Issues.**
Questions regarding EFT enrollment, Explanation of Benefits (EOB) requests, address updates, and previously approved claim payment questions.	EFT related questions: ahcccs_eft_enrollment@azahcccs.gov EOB requests, address updates, previously approved claim questions: ahcccswarrantinquiries@azahcccs.gov	Payment & Billing	Programmatic Payable Inquiry

For help with:	Original Process	NEW AHCCCS Solutions Center Service Category	New AHCCCS Solutions Center Form Name
Questions or updates to a provider enrollment application or enrollment record	Email: apeptrainingquestions@azahcccs.gov	Provider Enrollment Support	Provider Enrollment Assistance Form
Issues logging into APEP – password reset or user locked out	Email: providerdatasecurity@azahcccs.gov	Provider Enrollment Support	Provider Enrollment Assistance Form
IT issues	Website: https://servicedesk.azahcccs.gov/portal	IT Services	Report an IT Issue
Submitting requests regarding the DDD-THP or Tribal ALTCS programs	Email: thp-altcsprovider@azahcccs.gov tribalaltcs.generalmailbox@azahcccs.gov	Tribal Services	DDD-THP/ALTCS Provider Service Communication Form
Questions if you are a contracted Tribal Regional Behavioral Health Authority (TRBHA)	Email: igadeliverables@azahcccs.gov	Tribal Services	Integrated Services Tribal Regional Behavioral Health Authority (TRBHA) Support