ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

What's Changing for Providers

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 specifics 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	Online form at: https://azahcccs.gov/ACMS/Received.aspx	Access & Care Concerns	Access to Care/Eligibility
Fee-For-Service Providers and Health Plans to communicate with the Quality Administration Team	Email: dfsmqualityassurance@azahcccs.gov dfsmqualitymanagement@azahcccs.gov	Access & Care Concerns	Fee-For-Service Communication with Quality Administration Team
Sending care management support requests and inquiries to the care management team.	Email: caremanagers@azahcccs.gov	Access & Care Concerns	Fee-For-Service Provider Care Management Request
Registered Fee-For-Service providers with questions regarding a claim.	Email: dfsmclaimsassistance@azahcccs.gov	Claims & Prior Authorization	Fee-For-Service Provider Claims Inquiry

For help with:	Original Process	NEW AHCCCS Solutions Center Service Category	New AHCCCS Solutions Center Form Name
Registered Fee-For-Service providers with questions regarding a Prior Authorization	Email: providertrainingffs@azahcccs.gov	Claims & Prior Authorization	Fee-For-Service Prior Authorization Inquiry
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.**
Submitting questions about Hospital Assessment, Health Care Investment Assessment and Provider Registration Fee	Email: HospitalAssessmentProject@azahcccs.gov	Payment & Billing	Provider Finance Form - Provider Registration, Hospital and Health Care Investment Assessment

For help with:	Original Process	NEW AHCCCS Solutions Center Service Category	New AHCCCS Solutions Center Form Name
Provider 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
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 & American Indian Medical Home Support	DDD-THP/ALTCS Provider Service Communication Form

For help with:	Original Process	NEW AHCCCS Solutions Center Service Category	New AHCCCS Solutions Center Form Name
Inquiries to the American Indian Medical Home (AIMH) support team	Email: aimh@azahcccs.gov	Tribal Services & American Indian Medical Home Support	Integrated Services American Indian Medical Home (AIMH) Support