

CLAIMS CLUES

A Publication of the AHCCCS DFSM Claims Department

FEDERAL EMERGENCY SERVICES PROGRAM (FESP) OVERVIEW, COVERED SERVICES, BILLING REQUIREMENTS

OVERVIEW

AHCCCS provides emergency health care services through the Federal Emergency Services Program (FESP) for qualified and nonqualified aliens, as specified in 8 USC 1611 et seq. who meet all requirements for Title XIX eligibility as specified in the State Plan

except for citizenship. The covered services, limitations and exclusions described

in this chapter offer general guidance to providers. Specific information can be found in the AHCCCS Medical Policy Manual (AMPM) available on the AHCCCS web site at www.azahcccs.gov.

COVERED SERVICES AND LIMITATIONS

The services billed must meet the federal definition of emergency services as defined in federal law in 1903 (v) of the Social Security Act and 42 CFR

440.255 in order for a claim to be considered for reimbursement.

“Emergency medical or behavioral health condition” for a FESP recipient means a medical condition (including labor and delivery) or a behavioral health condition manifesting itself

by acute symptoms of sufficient severity, including extreme pain, such that the absence

of immediate medical attention could reasonably be expected to result in: **[1]** Placing the recipient’s health in serious jeopardy (this includes serious harm to self for purposed of behavioral health) **[2]** Serious impairment to bodily functions **[3]** Serious dysfunction of any bodily organ or part, or **[4]** Serious physical harm to another person (for behavioral health condition).

- FESP recipients are not enrolled in health plans
- FESP recipients have no primary care physician

PROVIDER EDUCATION DATES

- **Replacements & Voids**
6/8/17 2:00-3:00pm
Gold Rm – 3rd Floor

UPCOMING HOLIDAY

- **7/4/17 Independence Day**

ELECTRONIC PAYMENT SIGN UP

Contact:

ISDCustomerSupport@azahcccs.gov
-OR-

Call 602-417-4451

- **Prior Authorization**
Questions FFS PA Line
(602) 417-4400
- **Claims Customer Service**
Billing Questions
(602) 417-7670
- **Provider Registration Process Questions**
(602) 417-7670
Fax Applications
(602) 256-1474
- **Technical Assistance with Online Web Portal**
Please email ProviderTrainingFFS@azahcccs.gov.

Only services that fully meet the federal definition of an emergency medical condition will be covered. Services may be medically necessary but may not meet this definition for FESP.

For purposes of this chapter, “acute” means symptoms that have arisen quickly and which are short-lived. “Chronic” means a health related state that is not acute.

BILLING AND DOCUMENTATION REQUIREMENTS

FESP recipients are **not** enrolled in health plans, and they have **no** primary care physician. Claims for services are reimbursed by the AHCCCS Administration on a fee-for-service basis. CMS 1500 billers must check the emergency box (Field 24I) and UB-04 billers must enter a “1” in the Admit Type (Field 19) to identify the services billed as an emergency.

All claims for services provided to recipients eligible under the FES program will be reviewed by the AHCCCS Administration on a case-by-case basis. Facility and physician claims must be submitted to AHCCCS with documentation that supports the emergent nature of the services provided, or AHCCCS must have remote access to the medical records.

For more information regarding **FESP** please refer to the AHCCCS Fee-For-Service Provider Manual on the AHCCCS website.

<https://www.azahcccs.gov/>

[Click on] Plans/Providers

[Click on] Guides – Manuals- Policies

[Click on] AHCCCS Fee-For-Service Provider Manual

[Click on] Chapter 18 – Federal Emergency Services Program

SIGN UP FOR CONSTANT CONTACT

Why sign up for Constant Contact? To receive notifications about upcoming trainings, forums, and important business updates.

○ Please use the link below to assist in accessing the Constant Contact sign-up. Web address: <https://www.azahcccs.gov/>

- At the AHCCCS website select the “Resources” tab
- Then click on “DFSM Training”
- Scroll down to Links and Contacts and click on the word “Subscribe” that is in blue
- Then click on “Division of Fee for Service Management “
- Fill out the form and select the email lists you would like to be added to

Please share this information with those that would like to be added to the Constant Contact Email Lists.

SIGN UP FOR ELECTRONIC PAYMENTS

Benefits of Receiving Payments Electronically

- Immediate availability of funds
- Fully traceable payments
- Elimination of mail, and deposit delays
- Elimination of lost, stolen, or misplaced checks
- Elimination of stale checks to be recovered from Unclaimed Property

Call 602.417.4451 or email: ISDCustomerSupport@azahcccs.gov

SUMMARY OF COVERAGE FOR PODIATRY SERVICES TRAINING

Please use the link below to assist in accessing the PowerPoint presentation for the Training.

Web address: <https://www.azahcccs.gov/>

- At the AHCCCS website select the "Resources" tab
- Then click on "DFSM Training"
- Scroll down to Power Point Presentations and click on Summary of Coverage for Podiatry Services (May 24, 2017)

Please submit any questions regarding coverage for Podiatry Services to the Provider

Training email address: ProviderTrainingFFS@azahcccs.gov

PAPER CLAIM SUBMISSION REQUIREMENT ISSUES

Division of Fee-For-Service Management (DFSM) has experienced an increased volume of paper claims that **do not meet the requirements for submission.**

- ✓ **Print font should be Lucinda Console**
- ✓ **Font Size 10.**

The printed information must be aligned correctly within the section/box on the form. Printed information that "bleeds" into other sections on the form will cause the OCR system to read the data incorrectly.