

May 2026



Go Live Date is May 4, 2026

AHCCCS is launching the AHCCCS Solutions Center, a new, centralized platform designed to make it easier to connect with AHCCCS and submit requests on behalf of Providers.

DFSM Provider Training Schedule April – June 2026

AHCCCS offers various Fee-for-Service provider training opportunities, which covers the AHCCCS Online Provider portal, general processes to include claim submissions and corrections, Fee-for-Service prior authorization, and the EDI Solutions portal for documentation uploads. Training dates and times for April through June are posted on the AHCCCS provider training webpage.

[AHCCCS Provider Training Schedule Second Quarter 2026](#)

Common Billing Errors for Secondary Claims

Adjusted Medicare claims are not automatically crossed over to AHCCCS. The provider must submit a replacement claim to AHCCCS to include a copy of the original and adjusted MEOB, to include the reasons codes for processing.

If Medicare denies a claim, providers must exhaust the Medicare's appeal process. Providers are responsible for submitting a claim to Medicaid with a copy of Medicare's final determination (Medicare EOB) for consideration.

Claims must be submitted without altering or changing codes from the Medicare claim. If Medicare adjusts a previously paid claim, you must submit a copy of the adjusted MEOB for consideration. This must be done within 12 months of the date of service on the claim.

The [DFSM Claims Clues](#) is a monthly newsletter that provides information about changes to the program, system changes/updates, billing and FFS policies.

Report an Incident, Accident, and/or Death in the AHCCCS QM Portal FFS providers are required to report any Quality of Care (QOC) Concerns and Incidents, Accidents, and Deaths (IADs) as soon as they are aware, and no later than 24 hours after discovering the issue. Reports should be submitted through the QM portal.

Claims, Prior Authorization and Provider Enrollment inquires: The Division of Member and Provider Services (DMPS) manages the service calls for AHCCCS Fee-for-Service. DMPS can assist providers with prior authorizations, claim inquires and status and provider registration (APEP) questions and processes.

The hours of operation are Monday – Friday, 8:00am-5:00pm (602-417-7670).

AHCCCS Provider Enrollment Portal (APEP): Questions regarding provider-related enrollment, policy, or APEP user issues email APEPTrainingQuestions@azahcccs.gov. Your email will automatically create a service ticket to Provider Enrollment for assistance.

AHCCCS Warrants - For questions about Warrants, paper EOBs or Electronic Fund Transfers (EFT), contact the Division of Business & Finance (DBF) at (602) 417-5500.

835 Electronic Remittance Payment Sign Up (Remittance Advice Sign Up/835) Contact: ServiceDesk@azahcccs.gov or call (602) 417-4451

To upload documents to the new EDI Solutions portal [ServiceNow](#), users will need to have access. If you do not have an account, please follow the instructions outlined in the [EDI Portal Provider Signup and Login Guide](#).

Training materials for FFS Providers and upcoming Provider Training Sessions can be found on the [DFSM Provider Training Web Page](#).

For provider training questions please outreach the Provider Training Team via email at ServiceDesk@azahcccs.gov

COVID FAQ: [FAQ COVID Fact Sheet](#)

Claim Alert Denial AD364- No Records Submitted with Claim

A “no records submitted with claim denial” means the behavioral health claim did not include the necessary documentation (e.g., medical notes, records) to justify medical necessity. This is a common error, easily resolved by uploading the missing documentation to the claim using the AHCCCS 12-digit claim number as the attachment number. Provider will use the new EDI Solutions portal ServiceNow to upload documents

Common Prior Authorization Submission Errors

AHCCCS has identified several common PA submission errors that include but are not limited:

- PA request entered for CPT/HCPCS code that does not require a PA.
- Incorrect Date of Service(s).
- Incorrect Event type.
- Failure to complete the Event Tab.
- Failure to complete the Activity Tab
- PA request entered under the incorrect provider NPI number.

To learn more about procedures that may or may not require a prior authorization view the AHCCCS Fee for Service Prior Authorization Guide.

Why NOT Sharing your User ID and Login Information is VERY Important

As an AHCCCS provider, you are responsible for all activities that occur under your AHCCCS Online Provider Portal account. Sharing account information is prohibited.

You are responsible for any activity conducted under your AHCCCS Online Provider Portal account that constitutes non-compliance with the Provider Participation Agreement, or that constitutes fraud, waste, or abuse.

You are responsible for all activities when your login ID and password are used.

Each time an individual logs onto the AHCCCS Online Provider Portal, the following message is displayed:

**** ATTENTION - SHARING ACCOUNTS IS PROHIBITED! **** Please remember that sharing account logins is prohibited and violates the AHCCCS User Acceptance Agreement.

You should NOT share your username and password with any other individuals. Each user must have their own web account. Access to the website can be terminated if the Terms of Use are violated. This means that even if two individuals work for the same facility, they cannot share usernames and passwords. Doing so would violate the AHCCCS User Acceptance Agreement.

Master Account Holder

Changes Master account holders who are planning to leave the organization should make sure BEFORE they leave to designate another account holder to a Master Account status to prevent disruption in service for the provider.

90 Day Account Lockout If the Master account is not accessed for more than 90 days, the account will automatically be locked. The master account holder will receive email alerts that will be sent to the email address registered with the account, prior to the account being locked.

Individuals accessing AHCCCS Online Portal will now be required to create an account and verify with ID.me to access the portal. You will be required to login with your verified ID.me account each time you access the portal to secure your online portal account with Multi-Factor Authentication.

