
Help Line Directory

For information related to **member eligibility and enrollment**:

AHCCCS Eligibility Interactive Voice Response System (IVR)

Phoenix area: (602) 417-7200

In state: 1-800-331-5090

AHCCCS Eligibility Verification Unit

Phoenix area: (602) 417-7000

All others: 1-800-962-6690 (In state)

1-800-523-0231 Ext. 6024177000 (Out of state)

For **prior authorization** for certain services and information about these services:

AHCCCS Prior Authorization Unit (Monday - Friday 8:30 a.m. - 4:30 p.m.)

Phoenix area: (602) 417-4400

In State (Outside Maricopa County): 1-800-433-0425

Out of State: 1-800-523-0231 Ext. 6024174400 (*or ask for the PA area*)

Fax # (general) - (602) 256-6591

Fax # (transportation providers only) – (602) 254-2431

For information related to **provider enrollment**:

AHCCCS Provider Assistance Unit

Phoenix area: (602) 417-7670 (Option 5)

In State (Outside of Maricopa County): 1-800-794-6862

Out of State: 1-800-523-0231 Ext. 6024177670 (Option 5)

Email: APEPTrainingQuestions@azahcccs.gov

If you have **questions related to claims in process and/or billings**:

**** See Claims Status information below (automated process)**

AHCCCS Claims Customer Service Unit

Phoenix area: (602) 417-7670 (Option 4)

Out of State: 1-800-523-0231, Ext. 6024177670 (Option 4)

For **information about covered services please email**:

AHCCCS Office of Medical Policy and Programs

DHCMContractsandPolicy@azahcccs.gov.

For **information about electronic claims *Submission or Electronic remittance advice SETUP Assistance* please email**:

Electronic Claims Submission Unit

servicedesk@azahcccs.gov

For **information about electronic claim *TRANSMISSION* please email**:

AHCCCS Customer Support

servicedesk@azahcccs.gov

For **information about “Credit Memos” on Remittance Advice**:

AHCCCS Division of Business and Finance

(602) 417-5500

****Claim Status** – AHCCCS has developed a web application (the AHCCCS Online Provider Portal) that allows providers to check the status of claims online, <https://azweb.statemedicaid.us>. Customer support for this web application is at 602-417-4451.

If a provider does not have access to the Internet, they may call Claims Customer Service at 602-417-7670 (option 4), 1-800-654-8713 (In State), or 1-800-523-0231, Ext. 6024177670 (Out of State).

Information regarding submitting claims via the Web – AHCCCS allows providers to submit Professional, Institutional and Dental claims via the AHCCCS website. Visit <https://azweb.statemedicaid.us>. AHCCCS registered providers will need to establish a username and password for login purposes if you have not already established one.