

AHCCCS ON-LINE CLAIM SUBMISSION MANUAL

Section 4:

Claim Submission



▲ For security purposes, your session will be logged out after 15 minutes of inactivity. ▲

Main Menu

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- Provider Information
- Claim Status
- Electronic Remittance Advice
- Prior Authorization Inquiry
- Newborn Notification
- Provider Verification
- Claim Submission**
- Prior Authorization Submission

Account Information

User Name: anonymous

User ID: 0058079

Type: Master

IP: 170.68.81.245

National Provider ID: 1295785418

Admin

Claim Status allows providers to check the status of **Fee-For-Service** claims. If the recipient is enrolled in a capitated Health Plan, please contact the Health Plan for claim inquiries. For a listing of the Health Plan contact information, please click on [Health Plan Listing](#).

Claim Submission allows providers to submit **Fee-For-Service** claims to AHCCCS for nightly processing. Professional claims will be accepted.

Prior Authorization allows providers to verify the status of previously submitted Prior Authorization requests.

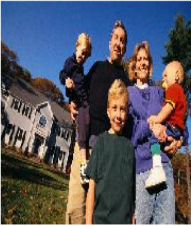
Eligibility Health Plan allows providers to verify an AHCCCS recipient's eligibility and their enrollment in a Health Plan and other third party coverage information for a recipient.


Newborn Notification allows providers to submit newborn information to AHCCCS during the hours when the COM Center is not available.

HealthPlan Address Changes allows health plans to send address changes from members via the web.

Provider Information allows providers to update their correspondence addresses. Providers may also view (but not update) their Service and Pay-To Addresses, Group Affiliations and Authorized Signatures. For further information, please click on [AHCCCS Provider Registration](#).

The AHCCCS mainframe systems will have scheduled downtimes that occur on a weekly basis. During these downtimes (usually weekends), the web site will be unavailable. During system downtimes, please contact the AHCCCS COM Center at **602-417-7000** for immediate assistance regarding eligibility/enrollment. The Interactive Voice Response (IVR) System is also available for eligibility inquiries at **602-417-7200**. For claim inquiries, please contact the AHCCCS Claims Customer Service at **602-417-7670**. For a full list of contacts, please click on [AHCCCS Contacts](#)





Click on
Claim
Submission

Enter New Claim

Type of Claim: Professional ▼ Go...

Enter New Claim
screen will come up

View Status

Date of Submission: Go...

Enter New Claim

Type of Claim: Professional ▼ Go...

Professional

Institutional

Dental

Click on the down arrow

Click on the form type
you want to submit

This is where
you will choose
which form type
you would like to
submit

View Status

Date of Submission: Go...

Once you have selected the form
type see section
4a – Professional (1500)
4b – Institutional (UB)
4c – Institutional OP/Clinic UB
4d – ADA (Dental)