INSTRUCTIONS FOR RTRU  
(REFERENCE TABLE REVIEW AND UPDATE)

1)  This form must be filled out completely, any missing items will be sent back for clarification.  
    **Do not use: The Tracking # is for AHCCCS internal use only!**

2) This section is to be filled out by the person who is requesting or receiving a request. The following areas need to be filled out:
   
   Date: (Today’s date)
   Medical Coding Update (Yes, if this is an update to the system)
   Behavioral Health Services Matrix Update:  (Yes, if this is an update to the matrix)
   Requestor Name: (Your name here)
   Requestor E-Mail Address: (Email address for response)

3) This section is to be filled out by the requestor. The following areas need to be filled out by the completely to avoid delays and multiple emails:
   
   Who is requesting:  (Mark appropriate box)
   Phone: (Your phone number)
   **Detailed reason for request:** This area will expand as you type, it has an unlimited area for you to add your responses: (Be very specific - Date of service, CPT/HCPCS codes, provider type, modifiers, related policy, and related coding documentation to support your request, date you need this request to cover, etc. DO NOT SEND Medical Records, CRN #’s )

4) Once you complete this request in **Word format**, please send your request via email to:
    
    CodingPolicyQuestions@azahcccs.gov

5) Do not fill out anything below this section!

6) Once your request has been reviewed/processed you will be notified.

7) Most updates will appear in our system within 72 business hours. If the update needs to be sent to other areas outside of coding, there may be a delay to the 72 hours update.