Provider Office Checklist

Here is a checklist to prepare your office for working with AHCCCS.

- Do you know that all AHCCCS registered providers can provide services for and bill for AIHP, Tribal ALTCS, TRBHA-enrolled, and all other FFS populations? No separate contract with AHCCCS is needed. A provider must simply be an AHCCCS registered provider.

- Do you know how to request a Prior Authorization (PA) online?
  a. If no, email providertrainingffs@azahcccs.gov or visit the Fee-For-Service Provider Training webpage, which contains online tutorials and presentations guiding you through the process.

- Do you know who to contact if you have questions regarding Prior Authorization?

- Did you set up your account to submit claims online?
  a. Be sure to keep your Login information where you can find it.
  b. When new staff are added to your account, the Master Account Holder (typically the first person to register an account within your office) must grant the user permissions within the AHCCCS Online Provider Portal.

- Do you or your staff need a walk through on how to submit claims online?
  a. If so, email providertrainingffs@azahcccs.gov or visit the Fee-For-Service Provider Training webpage, which contains online tutorials and presentations guiding you through the process.
  
  b. The AHCCCS Online Provider Portal can be accessed at:
  
  https://azweb.statemedicaid.us/Account/Login.aspx?ReturnUrl=%2f

- Do you know how to check the status of a claim online?

- If you are going to mail in claims do you have the address? (We highly recommend using online claim submission for the fastest service.)

- Did you set up your Transaction Insight Portal account with EDI to submit supporting Medical Documentation (including Trip Tickets) online?

- Does your billing team know how to check Claims Clues?
  a. If not go to: https://www.azahcccs.gov/PlansProviders/RatesAndBilling/FFS/claimsclues.html

- Did you sign up for the DFSM Email Notification List?
  a. If not go to: https://visitor.r20.constantcontact.com/manage/optin?v=001gF-kjPbNwUl4qTFXa25yg7PI-IjiYCg93XrtPtORBVys5LfBVH0-8vbcn12yD-2XXiSsqiYUBOMmnlkrI8ahm_2YiyBfBDlwfInRsFrGrovUOSP6DcA-KbmT-QI0Lmk0PExgqaWuvz6IV2kNwVjevvvO11fEYfxSL5MtPdTd_x0b-d44ezL3sdyI-S4gYEsLUgwtSDvtSPx%E3D

- Do you know how to contact the DFSM Provider Training division with questions?
  a. You can by emailing providertrainingffs@azahcccs.gov.