How to Status a claim using the AHCCCS Online portal.

• Claim Type Professional (1500 Form)
• Claim Type Institutional (UB Form)
• Claim Type Dental (ADA Form)
1. Click on this link to reach the AHCCCS OnLine web portal: [https://azweb.statemedicaid.us/Account/Login.aspx?ReturnUrl=%2f](https://azweb.statemedicaid.us/Account/Login.aspx?ReturnUrl=%2f)

2. Enter your Username

3. Enter your Password and click on the “Sign In” tab
1. Select Claims Status under the Menu on the left hand side.

AHCCCS Online is an AHCCCS website designed for registered providers. It offers the convenience and efficiency of several online services.

CLAIM STATUS
Claim Status allows providers to check the status of Fee-For-Service claims submitted to AHCCCS. If a recipient is enrolled in a capitated Health Plan, the Health Plan will be listed. For a listing of the Health Plan contact information, please click on Health Plan Listing.

CLAIM SUBMISSION
Claim Submission allows providers to submit Professional, Dental and Institutional claims to AHCCCS for nightly processing. Claims submitted prior to 4:00 PM on Friday will be processed the following Monday. The status of the claims can be viewed online by searching for the claim number. Processing time may take 24-72 hours, depending on the number of claims processed and the time of the submission.

MEMBER VERIFICATION
Eligibility and Enrollment Status allows providers to verify an AHCCCS recipient's eligibility and their enrollment in a Health Plan. Providers can also obtain Med Par coverage information for a recipient.

NEWBORN NOTIFICATION
Newborn Notification allows providers to submit newborn information to AHCCCS during the hours when the COM Center is not available. Status of these submissions is available at the web site within 48 business hours.

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

PROVIDER RE-ENROLLMENT/REVALIDATION
Provider Re-Enrollment/Revalidation allows providers to submit their re-enrollment information electronically. Providers who were enrolled with AHCCCS prior to AHCCCS prior to 10/1/07 should submit their re-enrollment information electronically. Providers who were enrolled with AHCCCS prior to 10/1/07 should submit their re-enrollment information on the AHCCCS Provider Re-Enrollment/Revalidation page using the AHCCCS Provider Re-Enrollment/Revalidation page using the AHCCCS website.

For security purposes, your session will be logged out after 15 minutes of inactivity. AHCCCS Online is an AHCCCS website designed for registered providers. It offers the convenience and efficiency of several online services.
1. Type of Claim - Choose the type of claim you want to view status on by clicking on the drop down arrow.

2. View Claim Processing Status – If you enter data here by either entering the day of service or by entering a span and click the “go” in this area, you can view the processing status for this claim.
1. Entering a span of months allows you to see previous claims submitted. These are only SNAPSHOTS of the claims.

2. You have the option to view the Claim Processing Status by entering the day of service or enter a span.
Email ProviderTrainingFFS@azahcccs.gov for training needs and policy clarification requests.

Call Claim Customer Service 602-417-7670
  Option 4 – Claims
  Option 5 – Provider registration
  Option 6 – Fee For Service

Call Fee-For-Service Prior Authorization Line at 602-417-4400
Thank You.

Reaching across Arizona to provide comprehensive quality health care for those in need