Navigating the AHCCCS website

April 10, 2017
Gold Room – 701 (3rd Floor)
1:30 p.m. - 2:30 p.m.
AHCCCS Website

Welcome to Arizona Health Care Cost Containment System (AHCCCS)

Arizona Health Care Cost Containment System (AHCCCS) is Arizona’s Medicaid agency that offers health care programs to serve Arizona residents. Individuals must meet certain income and other requirements to obtain services.

1. Enter **www.azahcccs.gov** in search bar
2. AHCCCS web page is displayed

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

Health Plans
- MCO Update Meetings
- Minimum Subcontract Provisions
- Reporting Third-Party Liability
- ALTCIS Electronic Member Change Request (EMCR)
- Solicitations & Contracts
- Encounters
- Reinsurance
- Quality Assessment and Performance Improvement Strategy

New Providers
- Freestanding Emergency Department
- Provider Registration
- Provider Reenrollment
- Treat and Refer
- Minimum Subcontract Provisions
- Enrollment Fee

Current Providers
- Provider Website
- Provider Reenrollment
- CRS Referrals
- ALTCIS Electronic Member Change Request (EMCR)
- Self Directed Attendant Care
- Direct Care Workers
- Nursing Facility Information
- Hospital Assessment
- Provider Survey
- Non-Emergency Medical Transportation
- EHR Incentive Program
- Data Access
- Proposition 206

Guides - Manuals - Policies

Rates and Billing
- Managed Care
- Fee-for-Service
- Copayments
- FQHC & RHC
- Hospital Presumptive Eligibility
- Hospital Reimbursement
- PCP Parity

Pharmacy

Reaching across Arizona to provide comprehensive quality health care for those in need
### AMERICAN INDIANS TAB

**Tribal Consultation**
- Executive Order
- Federal Guidance
- Meetings with Tribes and I/T/U
- Medical Home Public Notice

**Tribal Court Procedures for Involuntary Commitment**

**American Indian Health Program**
- Technical Assistance

**American Indian Health Facilities**

**Applicants**

**Members**

**Providers**
- IHS/638 Quarterly Meeting Handouts
- Long Term Care Case Management
- Promising Practices
- Tribal Relations
- Tribal Liaison
- Pharmacy
- Guides - Manuals - Policies

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*Arizona Health Care Cost Containment System (AHCCCS) is Arizona’s Medicaid agency that offers health care programs to serve Arizona residents. Individuals must meet certain income and other requirements to obtain services.*
1. Select “IHS/638 Quarterly Meeting Handouts”
2. IHS/638 Quarterly Forum is displayed
Tribal Consultation
Executive Order
Federal Guidance
Meetings with Tribes and I/T/U
Medical Home Public Notice

Tribal Court Procedures for Involuntary Commitment

American Indian Health Program
Technical Assistance

American Indian Health Facilities

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Long Term Care Case Management
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Tribal Relations
Tribal Liaison
Pharmacy

Guides - Manuals - Policies

GUIDES AND MANUALS FOR HEALTH PLANS AND PROVIDERS

AHCCCS ALTCS MEMBER CHANGE REPORT USER GUIDE
AHCCCS CLAIMS DASHBOARD REPORTING
AHCCCS CONTRACTOR OPERATIONS MANUAL (ACOM)
AHCCCS CONTRACTOR GUIDES & MANUALS
AHCCCS ENCOUNTER MANUAL
AHCCCS ENROLLMENT RATE CODES AND VALUES
AHCCCS FEE-FOR-SERVICE PROVIDER MANUAL
AHCCCS FINANCIAL REPORTING GUIDES
AHCCCS GRIEVANCE AND APPEAL SYSTEM REPORT
AHCCCS GUIDE TO LANGUAGE IN NOTICES OF ACTION (NOA) AND NOA DICTIONARY
AHCCCS IHS/TRIBAL PROVIDER BILLING MANUAL
AHCCCS MEDICAL POLICY MANUAL (AMPM)
AHCCCS PROGRAM INTEGRITY REPORTING GUIDE
AHCCCS PROVIDER AFFILIATION TRANSMISSION (PAT) MANUAL
AHCCCS REINSURANCE POLICY MANUAL
AHCCCS REINSURANCE PMIS TRAINING MANUAL
AHCCCS STRUCTURED PAYMENT TRANSMISSION MANUAL
AHCCCS TECHNICAL INTERFACE GUIDELINES (TIG)
AHCCCS TELEHEALTH TRAINING MANUAL

BEHAVIORAL HEALTH GUIDES & MANUALS
Oversight of Health Plans
Administrative Actions
Contracted Health Plan Audited Financial Statements
Change in Ownership Activities
Quality and Performance Improvement Request to Lift Enrollment CAP

Governmental Oversight
Federal and State Requirements
Legislative Sessions
Waiver
State Plans
Budget Proposals

Hospital Finance & Utilization Information
Health Plan Report Card

Reports
Reports to CMS
Reports to the Legislature
Population Reports

Guides - Manuals - Policies
DFSM Training

Division of Fee-For-Service-Management: Training Resources
Training Resources provides information for Fee-For-Service (FFS) providers on the following:

- Training Schedule
- Access to Power Point Presentations for past trainings
- Contact information for the Divisions Training Team

Training Schedules & Presentations

2017
Training Schedule

- Training Schedule 2nd QTR 2017
- Training Schedule 1st QTR 2017

Power Point Presentations

- How to Status a Claim Using the AHCCCS Online Portal (March 17, 2017)
- Prior Authorization (PA) (March 10, 2017)
- Behavioral Health Non-Emergency Medical Transportation (BH NEMT) (March 1, 2017)
- Claims Submission using the AHCCCS OnLine Portal (February 16, 2017)
- National Drug Code (NDC) (January 12, 2017)

Links and Contacts
Subscribe to receive notifications about upcoming trainings, forums, and important business updates
FRAUD PREVENTION TAB

Welcome to Arizona Health Care Cost Containment System (AHCCCS)

Arizona Health Care Cost Containment System (AHCCCS) is Arizona’s Medicaid agency that offers health coverage to those who meet certain income and other requirements to obtain services.

How to Report Fraud, Waste or Abuse of the Program

The Office of Inspector General (OIG) provides a way for members, plans, providers, and the public to report all forms of suspected fraud, waste or abuse of the program.

- Report Member Suspected Fraud or Abuse of the Program (Online Form)
- Report Provider or Contractor Suspected Fraud or Abuse of the Program (Online Form)

Who Can Report Fraud or Abuse

Absolutely anyone can report fraud, abuse, or member abuse. There are no restrictions.

Contacts

Provider Fraud
If you want to report suspected fraud by a medical provider, please call the number below:

- In Maricopa County: 602-417-4045
- Outside of Maricopa County: 888-775-NO-FRAUD

Member Fraud
If you want to report suspected fraud by an AHCCCS member, please call the number below:

- In Maricopa County: 602-417-4193
- Outside of Maricopa County: 888-775-NO-FRAUD

Questions
If you have questions about AHCCCS fraud, abuse of the program, or abuse of a member, please contact the AHCCCS Office of Inspector General (OIG):

- Email: AHCCCSFraud@azahcccs.gov
Crisis Hotlines

24-Hour Crisis Hotlines – National
- 1-800-273-TALK (8255) National Suicide Prevention Lifeline
- 1-800-662-HELP (4357) National Substance Use and Disorder Issues Referral and Treatment Hotline

Suicide/Crisis Hotlines by County
- Maricopa County served by Mercy Maricopa Integrated Care:
  - 1-800-631-1314 or 602-222-9444
- Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz and Yuma Counties served by Cenpatico Integrated Care:
  - 1-866-495-6735
- Apache, Coconino, Gila, Mohave, Navajo and Yavapai Counties served by Health Choice Integrated Care:
  - 1-977-756-4090
- Gila River and Ak-Chin Indian Communities served by EMPACT:
  - 1-800-259-3449

Can’t find what you’re looking for? Please visit the AHCCCS Document Archive.
Contact and Links

For technical assistance regarding claims issues and training, please email ProviderTrainingFFS@azahcccs.gov

Please direct Prior Authorization or Claims/Billing inquiries to:

Fee-For-Service Prior Authorization Line: 602-417-4400
Fee-For-Service Claims Customer Service: 602-417-7670

For technical assistance with your AHCCCS online web portal, please call AHCCCS ISD Customer Support Desk at 602-417-4451

To subscribe to receive notifications from DFSM, click this link: https://visitor.r20.constantcontact.com/d.jsp?llr=wfkoa9yab&p=oi&m=1126154315958&sit=dxzftp4kb&f=eb307415-6a96-41fd-9bc5-55152f560cd6
Questions?

Please take a few minutes to complete a survey on today’s training session. We appreciate your feedback. Here is the survey link: [https://www.surveymonkey.com/r/6FW5FWZ](https://www.surveymonkey.com/r/6FW5FWZ)
Thank you.