Provider Training Schedule First Quarter 2020

701 E. Jefferson St. Phoenix AZ 85034
Zoom and Google Hangouts Meet video Teleconference information will be emailed via Constant Contacts 7 days prior to the scheduled training. (Schedule is subject to change) Providers will be notified via Constant Contacts of any changes.

*Participants MUST REGISTER in advance to participate in trainings. Click on the Zoom or Google Hangouts Meet Teleconference meeting links below to sign up.

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Training Title</th>
<th>Location</th>
</tr>
</thead>
</table>
| January 22, 2020      | 9:30 AM – 11:00 AM | Behavioral Health Residential Facility (BHRF) Training | Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training  
BHRF Policy overview and How to submit a PA request for BHRF providers only.  
*Session will be held via Zoom or Google Hangouts Meet Only* |
| February 03, 2020     | 9:30 AM – 11:00 AM | Behavioral Health Residential Facility (BHRF) Training | Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training  
BHRF Policy overview and How to submit a PA request for BHRF providers only.  
*Session will be held via Zoom or Google Hangouts Meet Only* |
| February 24, 2020     | 9:30 AM – 11:00 AM | Behavioral Health Residential Facility (BHRF) Training | Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training  
BHRF Policy overview and How to submit a PA request for BHRF providers only.  
*Session will be held via Zoom or Google Hangouts Meet Only* |
| March 10, 2020        | 9:30 AM – 11:00 AM | Behavioral Health Residential Facility (BHRF) Training | Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training  
BHRF Policy overview and How to submit a PA request for BHRF providers only.  
*Session will be held via Zoom or Google Hangouts Meet Only* |
| March 31, 2020        | 9:00 AM – 10:30 AM | Behavioral Health Residential Facility (BHRF) Training | Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training  
BHRF Policy overview and How to submit a PA request for BHRF providers only.  
*Session will be held via Zoom or Google Hangouts Meet Only* |
| February 04, 2020     | 2:00 PM – 3:30 PM | IHS/638 FORUM                                                                  | IHS/638 Tribal Forum  
Discussion of policy updates, changes, or challenges AHCCCSS and the IHS Facilities are experiencing.  
*This Quarterly forum will be held using Zoom or Google Hangouts Meet only.* |
| January 21, 2020      | 9:00 AM – 9:30 AM | General Direct Care Agency (DCA) Worker Training                              | General Direct Care Agency (DCA) Worker Training : Audit Tool  
The purpose of this training is to ensure the safety of members and the Quality of Care they are receiving.  
*Session will be held via Zoom or Google Hangouts Meet Only* |
| February 05, 2020     | 9:00am – 9:30am  | General Direct Care Agency (DCA) Worker Training                              | General Direct Care Agency (DCA) Worker Training : Audit Tool  
The purpose of this training is to ensure the safety of members and the Quality of Care they are receiving.  
*Session will be held via Zoom or Google Hangouts Meet Only* |
<table>
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<tr>
<th>Date</th>
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<th>Event Description</th>
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<tbody>
<tr>
<td>February 18, 2020</td>
<td>9:00am – 9:30am</td>
<td>General Direct Care Agency (DCA) Worker Training : Audit Tool</td>
<td>The purpose of this training is to ensure the safety of members and the quality of care they are receiving.</td>
<td>ZOOM Meeting Link</td>
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<tr>
<td>March 09, 2020</td>
<td>9:00am – 9:30am</td>
<td>General Direct Care Agency (DCA) Worker Training : Audit Tool</td>
<td>The purpose of this training is to ensure the safety of members and the quality of care they are receiving.</td>
<td>ZOOM Meeting Link</td>
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<tr>
<td>March 30, 2020</td>
<td>9:00am – 9:30am</td>
<td>General Direct Care Agency (DCA) Worker Training : Audit Tool</td>
<td>The purpose of this training is to ensure the safety of members and the quality of care they are receiving.</td>
<td>ZOOM Meeting Link</td>
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<td>January 21, 2020</td>
<td>10:00 am – 10:45am</td>
<td>AHCCCS NEMT Trip Report, Updates</td>
<td>How to fill out an NEMT Daily Trip Report, NEMT Updates and NEMT Billing Reminders.</td>
<td>Zoom Meeting Link</td>
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<td>ZOOM Meeting Link</td>
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<td>February 25, 2020</td>
<td>9:00 am – 9:45am</td>
<td>AHCCCS NEMT Trip Report, Updates</td>
<td>How to fill out an NEMT Daily Trip Report, NEMT Updates and NEMT Billing Reminders.</td>
<td>ZOOM Meeting Link</td>
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<td>January 14, 2020</td>
<td>10:00am – 11:00 am</td>
<td>AHCCCS Remittance Advice</td>
<td>Understanding the Remittance Advice</td>
<td>JOIN ZOOM MEETING</td>
</tr>
<tr>
<td>February 12, 2020</td>
<td>9:00am – 10:00 am</td>
<td>AHCCCS Remittance Advice</td>
<td>Understanding the Remittance Advice</td>
<td>ZOOM Meeting Link</td>
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<td>March 03, 2020</td>
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<td>AHCCCS Remittance Advice</td>
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<td>January 28, 2020</td>
<td>10:00am – 11:00am</td>
<td>OALS Claims Disputes Overview</td>
<td>An overview of what are valid claim disputes, ways to resolve disputes, the time frames involved, and edit denial reasons.</td>
<td>Zoom Meeting Link</td>
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**AHCCCS**

*Division of Fee for Service Management*
### One on One Provider Training

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| **January 29, 2020** | **Wednesday** 9:30am – 10:30am 1:00pm – 2:00pm | One on One Provider Training                       | By Appointment only. Availability for one-on-one provider sessions on AHCCCS Policies and Billing procedures. Email ProviderTrainingFFs@azahcccs.gov to schedule a session. Provider Training may cover the following topics:  
  - Online Claim Submission (AHCCCS Online)  
  - Online Prior Authorization Submission  
  - Transaction Insight Portal                                                                                         |
|                    |                       |                                                   | **Session will be held via Zoom or Google Hangouts Meet Only**                                                                             |
| **January 16, 2020** | **Thursday** 9:30am – 10:30am 11:00am – 12:00pm | One on One Provider Training                       | By Appointment only. Availability for one-on-one provider sessions on AHCCCS Policies and Billing Procedures. Email ProviderTrainingFFs@azahcccs.gov to schedule a session. Provider Training may cover the following topics:  
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