



Helpful Materials for Providers

The purpose of this training is to provide an overview of resource available to Current and New Providers.

*Materials are designed for FFS programs, including AIHP, TRBHAs and Tribal ALTCS

Fall 2020



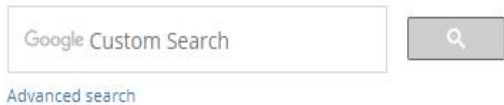
AHCCCS Resources

The Arizona Health Care Cost Containment System, referred to as AHCCCS, can be found on the web at <https://www.azahcccs.gov/>.

Providers' staff are encouraged to familiarize themselves with the AHCCCS website.

The website contains AHCCCS guidelines, policies, manuals, fee schedules, trainings, information on programmatic changes, coding resources, and helpful materials.

Provider training materials are located under the Resources section from the main web page.



DFSM Training Resources Web Page

The [DFSM Provider Training Resources](#) web page provides information on:

- The DFSM Claims Clues Newsletter
- How to sign up to receive [DFSM E-mail Alerts](#)
- The DFSM Provider Training Schedule
- Access to Power Point Presentations for past trainings
- YouTube video access to trainings
- Contact information for the Division's Training Team
- Information on special topics
- Links to Provider Billing Manuals

DFSM Email Alerts

Receive Email News Updates

Providers are invited to subscribe to DFSM email news alerts regarding changes to the program, claims and billing updates and requirements, system changes, upcoming trainings, forums and other business news.

[Subscribe](#) to receive notifications about upcoming trainings, forums, and important business updates.

- [AHCCCS DFSM Email Alert](#)

Receive Email News Updates

AHCCCS offers several email subscription options, for each division within AHCCCS.

Subscribe to email newsletters from AHCCCS

We invite you to sign up for the various newsletters published by Divisions within AHCCCS. Click on the Divisions below to see a list of available newsletters. You may unsubscribe at any time by clicking the Unsubscribe link at the bottom of every email.

[Division of Fee for Service Management](#): [↗](#) news for the various Fee for Service healthcare providers.

[Division of Community Advocacy and Intergovernmental Relations](#): [↗](#) Office of Individual and Family Affairs (OIFA) weekly newsletter

[Division of Health Care Management](#): [↗](#) contractor requests for proposals; EHR notifications; behavioral health covered services notifications; and ACOM, AMPM, and Tribal Consultation updates.

[Office of the Director](#): [↗](#) subscribe to the agency's monthly newsletter (see [past issues](#)); tribal liaison updates, AHCCCS Works news, behavioral health & suicide prevention updates, OTP provider news, and occasional updates from the pharmacy department and Justice initiatives.

[Targeted Investments Program](#) [↗](#)

[Provider Enrollment](#): [↗](#) news for AHCCCS-registered providers.

Receive Email News Updates

To sign up for the Division of Fee-for-Service Management (DFSM) and its email list, click on the Division of Fee-for-Service Management and select the 'lists' that are the most appropriate for your provider type.

There are lists specifically for everything from TRBHAs to IHS-638 providers, to Behavioral Health providers, and even more.

Subscribe to the AHCCCS DFSM Email Notifications/Updates

Please complete the required fields* and check the Email List(s) to receive AHCCCS DFSM Notifications/Updates. Thanks!

* Email Address

* First Name

* Last Name

* Phone Number

* Company

Email Lists

- Assisted Living Facilities (ALFs)
- ET3 Updates
- FFS - BH Providers
- FFS Electronic Visit Verification (EVV) List
- FFS IHS-638 Providers
- FFS TRBHA Distribution

Claims Clues Newsletter

Claims Clues Newsletter

DFSM distributes a monthly newsletter for providers called “[Claims Clues](#)”.

- *Claims Clues* is a newsletter produced periodically by the AHCCCS Claims Department for Fee-For-Service (FFS) and IHS/638 providers. It acts as a supplement to the Provider Billing Manuals, and provides information about the following:
 - Important Information Regarding Claims
 - Changes to the AHCCCS (Medicaid) Program
 - System Changes and Updates
 - Billing Policies and Requirements
 - Upcoming Trainings

<https://www.azahcccs.gov/PlansProviders/RatesAndBilling/FFS/claimsclues.html>

Claims Clues Newsletter

[Past issues](#) are also available to view and offers material that can be helpful.

Providers can search for Claims Clues editions by year.

AHCCCS Claims Clues

Claims Clues is a newsletter produced periodically by the AHCCCS Claims Department for information about the following:

- Changes to the program
- System changes and updates
- Billing policies and requirements

Additional information can be found in the [Encounter Keys](#) newsletter.

Select A Year ▾

2020	
2019	
2018	stration for Members 3-18 Years of Age
2017	quirements and the Transaction Insight Portal (TI)
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Fee-For-Service Provider Manual

Fee-For-Service Provider Manual

The [Fee-For-Service Provider Billing Manual](#) is intended to outline billing requirements for providers who are billing the AHCCCS FFS unit for reimbursement.

It includes information on claim form requirements and AHCCCS policies and procedures.

It can be found on the AHCCCS website under “Resources” and “Guides – Manuals – Policies” at:

- <https://www.azahcccs.gov/PlansProviders/RatesAndBilling/FFS/providermanual.html>

Billing Manual for Indian Health Service (IHS)/Tribal Providers

The [Indian Health Service \(IHS\)/Tribal Provider Billing Manual](#) contains billing information for IHS and 638 providers and facilities on a variety of topics.

The information contained is similar to what is contained within the Fee-For-Service Provider Billing Manual, however, it has additional information about billing the All-Inclusive Rate (AIR) and tribal-specific billing topics.

It can be found on the AHCCCS website under “Resources” and “Guides – Manuals – Policies” at:

- <https://www.azahcccs.gov/PlansProviders/RatesAndBilling/ProviderManuals/IHSTribalBillingManual.html>

Chapters in the FFS and IHS/Tribal Provider Billing Manuals

Member Eligibility	Provider Records & Registration	Billing on the CMS 1500 Claim Form	Billing on the ADA 2012 Claim Form	Understanding the Remittance Advice	Federal Emergency Services Program
General Billing Rules	Medicare/Other Insurance Liability	Billing on the UB-04 Claim Form	Individual Practitioner Services	Behavioral Health Services	Free-Standing Birthing Centers
Claim Errors	FQHC/RHC	Prior Authorization	Claim Disputes	Home Health Services	Hospital Services
Hospice	ALTCS	Transportation	Transplants	Dialysis	638 FQHC
Pharmacy Services	Claims Processing	Nursing Facility Services	Free-Standing Ambulatory Surgical Centers		Hospital Addendum APR-DRG

AHCCCS Medical Policy Manual

AHCCCS Medical Policy Manual (AMPM)

The [AHCCCS Medical Policy Manual \(AMPM\)](#) provides information for both Contractors (such as the AHCCCS Complete Care health plans) and for FFS Providers regarding services that are covered within AHCCCS programs.

The AMPM is applicable to *both* Managed Care Organizations and Fee-For-Service (including IHS/638) providers.

The AMPM should be referenced in conjunction with State and Federal regulations, other agency manuals such as the AHCCCS Contractor's Operations Manual (ACOM), the Fee-For-Service Provider Billing Manual, the IHS/Tribal Provider Billing Manual, Claims Clues, and applicable contracts (MCO's enter into contractual arrangements with providers).

The AHCCCS Medical Policy Manual (AMPM) can be found at:

- <https://www.azahcccs.gov/shared/MedicalPolicyManual/>

Medical Coding and Resources Web Page

Medical Coding Resources Web Page

The AHCCCS Medical Coding Resources Web Page is intended for use by AHCCCS MCO's and FFS Providers.

The AHCCCS Medical Coding Unit is responsible for the update and maintenance of all medical coding related to AHCCCS claims and encounters processing. This includes place of service, modifiers, new procedure codes, new diagnoses, and coding rules. This unit is also responsible for reviewing and responding to any medical coding related guidelines or questions. This includes questions related to daily limits, procedure coverage, etc.

This web page offers things like the Behavioral Health Services Matrix, COVID-19 medical billing information, Coding Related Exhibits, Dental Coding, FAQs, etc.

The Medical Coding Resources web page can be found at:

- <https://www.azahcccs.gov/PlansProviders/MedicalCodingResources.html>



DFSM Provider Education and Training Unit

Education and Training Questions?

The DFSM Provider Education and Training Unit can assist providers with the following:

- ❖ How to submit and status claims or prior authorization requests through the AHCCCS Online Provider Portal (FFS programs, including AIHP, TRBHAs and Tribal ALTCS)
- ❖ Submission of documentation using the Transaction Insight Portal (e.g. The AHCCCS Daily Trip report, requested medical records, etc.)

Additionally the DFSM education and training unit offers trainings with informational updates to program changes, system updates, and changes to the AHCCCS policy, AHCCCS guides and manuals.

Education and Training Questions?

The DFSM Provider Education and Training Unit does not instruct providers on how to code or bill for a particular service.

For additional information on rates and coding please follow the below guidelines:

- ❖ Rates - Questions on AHCCCS FFS rates should be directed to the rates team at FFSRates@azahcccs.gov
- ❖ Coding - Questions on AHCCCS Coding should be directed to the coding team at CodingPolicyQuestions@azahcccs.gov

NOTE: The Coding team cannot instruct providers on how to code or bill for a particular service. Those questions should be directed to the provider's professional coder/biller.

- ❖ ACC Plan Claims - Questions regarding the submission of claims to an AHCCCS Complete Care (ACC) Health Plan should be directed to the appropriate ACC Health Plan.

Education and Training Questions?

For additional information on coding, please visit the AHCCCS Medical Coding Resources web page at:

- <https://www.azahcccs.gov/PlansProviders/MedicalCodingResources.html>

The DFSM Provider Training Team can be outreached at:

- providertrainingffs@azahcccs.gov

Thank You.