

## Provider Training Schedule Second Quarter 2020

701 E. Jefferson St. Phoenix AZ 85034

The Division of Fee-For-Service Provider Training Unit holds virtual training sessions. To participate in an online training session, providers must register in advance. WebEx training reminders are [emailed via Constant Contacts](#) prior to the scheduled training. Schedule is subject to change, and participants will be notified of any changes via [Constant Contacts](#). When [registration is completed](#), please do the following:

1. View the registration approval email that has been sent to you. This will contain the meeting password and instructions for joining the meeting. This registration email is automatically sent to the email address you used when registering. Please be sure to check your junk/spam folders for this email.
2. Enter the password on the WebEx “view more information about the meeting” page to display the “Join by Phone” call-in numbers.

**\*Participants MUST REGISTER in advance to participate in trainings.  
Click on the WebEx Registration Links below to sign up.**

| Information for New Providers   |   |
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| <p>Thursday, May 28<sup>th</sup>, 2020<br/>10:00 a.m. — 10:30 a.m.<br/><a href="#">WebEx Registration Link</a></p>  | <p><b><u>Helpful Materials for Providers</u></b><br/>Signing up for <a href="#">Constant Contacts</a>, the <a href="#">Claims Clues Newsletter</a>, the <a href="#">FFS Provider Billing Manual</a>, the <a href="#">IHS/Tribal Provider Billing Manual</a>, and the <a href="#">AHCCCS Medical Policy Manual (AMPM)</a><br/><i>Session will be held via WebEx Only</i></p> |
| <p>Wednesday, June 3<sup>rd</sup>, 2020<br/>10:00 a.m. — 10:30 a.m.<br/><a href="#">WebEx Registration Link</a></p> | <p><b><u>Provider Registration Overview and Basic Provider Information</u></b><br/>An overview of <a href="#">Provider Registration &amp; Materials</a>, the <a href="#">Provider Participation Agreement</a>, and the <a href="#">New Provider Check List</a>.<br/><i>Session will be held via WebEx Only</i></p>  |
| <p>Thursday, June 18<sup>th</sup>, 2020<br/>10:00 a.m. — 10:30 a.m.<br/><a href="#">WebEx Registration Link</a></p> | <p><b><u>Claim Submission using the AHCCCS Online Provider Portal</u></b><br/>How to submit a claim using the <a href="#">AHCCCS Online Provider Portal</a>.<br/><i>Session will be held via WebEx Only</i></p>   |
| <p>Tuesday, June 30<sup>th</sup>, 2020<br/>10:00 a.m. — 10:30 a.m.<br/><a href="#">WebEx Registration Link</a></p>  | <p><b><u>Checking a Claim Status using the AHCCCS Online Provider Portal</u></b><br/>How to verify the status of a submitted claim.<br/><i>Session will be held via WebEx Only</i></p>  |
| Telehealth Training   |   |
| <p>Tuesday, June 02<sup>nd</sup>, 2020<br/>9:30 a.m. — 11:00 a.m.<br/><a href="#">WebEx Registration Link</a></p>   | <p><b><u>Telehealth Training for IHS and 638 Providers</u></b><br/>Overview of general telehealth/telephonic policies and definitions, billing, claims, and a discussion regarding the “four walls” and their applicability to telehealth/telephonic services.<br/><i>Session will be held via WebEx Only</i></p>   |

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| <p>Thursday, June 11<sup>th</sup>, 2020<br/>1:00 p.m. – 2:00 p.m.<br/><a href="#">WebEx Registration Link</a></p>    | <p><b><u>Telehealth Overview for FFS Providers</u></b><br/><i>Overview of general telehealth/telephonic policies and definitions, billing, and claims submissions.</i></p>   |
| <p>Wednesday, June 17<sup>th</sup>, 2020<br/>9:30 a.m. — 11:00 a.m.<br/><a href="#">WebEx Registration Link</a></p>  | <p><b><u>Telehealth Training for IHS and 638 Providers</u></b><br/><i>Overview of general telehealth/telephonic policies and definitions, billing, claims, and a discussion regarding the "four walls" and their applicability to telehealth/telephonic services.</i><br/><i>Session will be held via WebEx Only</i></p> |
| <p>Tuesday, June 23<sup>rd</sup>, 2020<br/>2:00 p.m. – 3:00 p.m.<br/><a href="#">WebEx Registration Link</a></p>     | <p><b><u>IHS Telehealth Overview for IHS and 638 Providers</u></b><br/><i>Overview of general telehealth/telephonic policies and definitions, billing, and claims submissions.</i></p>   |
| <p><b>Reviewing the Remittance Advice</b></p>  |  |
| <p>Wednesday, June 10<sup>th</sup>, 2020<br/>9:30 a.m. — 10:30 a.m.<br/><a href="#">WebEx Registration Link</a></p>  | <p><b><u>AHCCCS Remittance Advice</u></b><br/><i>Understanding the Remittance Advice</i> <i>Session will be held via WebEx Only</i></p>  |
| <p><b>Office of Administrative Services (OALS) Claims Disputes Overview</b></p>                                      |  |
| <p>Wednesday, June 24<sup>th</sup>, 2020<br/>10:00 a.m. — 11:00 a.m.<br/><a href="#">WebEx Registration Link</a></p> | <p><b><u>OALS Claims Disputes Overview</u></b><br/><i>An overview of what are valid claim disputes, ways to resolve disputes, the timeframes involved, and edit denial reasons.</i><br/><i>Session will be held via WebEx Only</i></p>   |
| <p><b>Prior Authorization Requirements Due to COVID-19</b></p>   |  |
| <p>Wednesday, June 3<sup>rd</sup>, 2020<br/>10:00 a.m. – 11:00 a.m.<br/><a href="#">WebEx Registration Link</a></p>  | <p><b><u>AHCCCS COVID-19 Prior Authorization and Concurrent Review Updates</u></b><br/><i>FFS Prior Authorization requirements lifted due to COVID-19.</i></p>   |
| <p>Monday, June 22<sup>nd</sup><br/>1:00 p.m. – 2:00 p.m.<br/><a href="#">WebEx Registration Link</a></p>            | <p><b><u>AHCCCS COVID-19 Prior Authorization and Concurrent Review Updates</u></b><br/><i>FFS Prior Authorization requirements lifted due to COVID-19.</i></p>   |