

## Provider Training Schedule Second Quarter 2021

The Division of Fee-For-Service Management’s Provider Training Unit holds virtual training sessions for providers. To participate in an online training session, providers must register in advance.

Zoom training reminders are emailed via [DFSM Email Alerts](#) prior to the scheduled training. Schedule is subject to change. Participants will be notified of any changes via the [DFSM Email Alerts](#).

When [registration is complete](#), please do the following:

1. View the automatically generated email, approving your registration. It will contain the meeting password and instructions for joining the meeting. (This is automatically sent to the email address used when the provider registers for the training session. If you do not see this email, please make sure to check your junk/spam folders.)
2. Enter the password on the Zoom “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 Zoom Registration Link below to sign up.**

Claim Submission Series (AHCCCS Online Provider Portal)	
<p>Friday, April 9th, 2021 10:00 a.m. — 10:30 a.m. <a href="#">Zoom Registration Link</a></p>	<p><b><u>Checking a Claim Status using the AHCCCS Online Provider Portal</u></b> <i>How to verify the status of a submitted claim.</i> <i>Session will be held via Zoom Only</i></p>
<p>Tuesday, May 18th, 2021 10:00 a.m. — 10:30 a.m. <a href="#">Zoom Registration Link</a></p>	<p><b><u>Professional Claim Submission (AHCCCS Online Provider Portal)</u></b> <i>How to submit a claim using the <a href="#">AHCCCS Online Provider Portal</a>. Please note, this training reviews professional claims.</i> <i>Session will be held via Zoom Only</i></p>
<p>Wednesday, May 19th, 2021 10:00 a.m. — 10:30 a.m. <a href="#">Zoom Registration Link</a></p>	<p><b><u>Institutional Claim Submission (AHCCCS Online Provider Portal)</u></b> <i>How to submit a claim using the <a href="#">AHCCCS Online Provider Portal</a>. Please note, this training reviews institutional claims.</i> <i>Session will be held via Zoom Only</i></p>
<p>Thursday, May 20th, 2021 10:00 a.m. — 10:30 a.m. <a href="#">Zoom Registration Link</a></p>	<p><b><u>Dental Claim Submission (AHCCCS Online Provider Portal)</u></b> <i>How to submit a claim using the <a href="#">AHCCCS Online Provider Portal</a>. Please note, this training is for dental providers.</i> <i>Session will be held via Zoom Only</i></p>
Documentation Requirements for Claim Submission <b>AND</b> Using the Transaction Insight Provider Portal (for Documentation Submission)	
<p>Thursday, April 8th, 2021 10:00 a.m. — 10:30 a.m. <a href="#">Zoom Registration Link</a></p>	<p><b><u>Submitting Documentation using the Transaction Insight Portal</u></b> <i>Submitting supporting documents for a claim using the <a href="#">Transaction Insight Portal (TIBCO)</a>.</i> <i>Session will be held via Zoom Only</i></p>

<b>Monday, April 12th, 2021</b> <b>10:00 a.m. — 10:30 a.m.</b> <a href="#">Zoom Registration Link</a>	<b><u>Documentation for Claims Submission and Concurrent Review</u></b> <i>This training covers the responsibility of providers to submit required documentation with claims, and to respond to AHCCCS requests for documentation for concurrent review.</i> <i>NOTE: This training does not cover 'how to use' the Transaction Insight Portal.</i> <i>Session will be held via Zoom Only</i>
<b>Thursday, May 6<sup>th</sup>, 2021</b> <b>10:00 a.m. — 10:30 a.m.</b> <a href="#">Zoom Registration Link</a>	<b><u>Submitting Documentation using the Transaction Insight Portal</u></b> <i>Submitting supporting documents for a claim using the <a href="#">Transaction Insight Portal (TIBCO)</a>.</i> <i>Session will be held via Zoom Only</i>
<b>Friday, May 7<sup>th</sup>, 2021</b> <b>10:00 a.m. — 10:30 a.m.</b> <a href="#">Zoom Registration Link</a>	<b><u>Documentation for Claims Submission and Concurrent Review</u></b> <i>This training covers the responsibility of providers to submit required documentation with claims, and to respond to AHCCCS requests for documentation for concurrent review.</i> <i>NOTE: This training does not cover 'how to use' the Transaction Insight Portal.</i> <i>Session will be held via Zoom Only</i>
<b>Tuesday, June 8<sup>th</sup>, 2021</b> <b>10:00 a.m. — 10:30 a.m.</b> <a href="#">Zoom Registration Link</a>	<b><u>Submitting Documentation using the Transaction Insight Portal</u></b> <i>Submitting supporting documents for a claim using the <a href="#">Transaction Insight Portal (TIBCO)</a>.</i> <i>Session will be held via Zoom Only</i>
<b>Thursday, June 17<sup>th</sup>, 2021</b> <b>10:00 a.m. — 10:30 a.m.</b> <a href="#">Zoom Registration Link</a>	<b><u>Documentation for Claims Submission and Concurrent Review</u></b> <i>This training covers the responsibility of providers to submit required documentation with claims, and to respond to AHCCCS requests for documentation for concurrent review.</i> <i>NOTE: This training does not cover 'how to use' the Transaction Insight Portal.</i> <i>Session will be held via Zoom Only</i>
<b>Voids and Replacements</b>	
<b>Wednesday, May 5<sup>th</sup>, 2021</b> <b>10:00 a.m. — 10:30 a.m.</b> <a href="#">Zoom Registration Link</a>	<b><u>Voids and Replacements</u></b> <i>Overview of how to submit voids and replacements for claims using the AHCCCS Online Provider Portal, and a review of the timely filing requirements for claims.</i>
<b>Telehealth Training</b>	
<b>Friday, April 16<sup>th</sup>, 2021</b> <b>10:00 a.m. — 11:00 a.m.</b> <a href="#">Zoom Registration Link</a>	<b><u>Telehealth and Telephonic Training for IHS and 638 Providers</u></b> <i>General telehealth/telephonic policies and definitions, billing, claims, and the "four walls" and their applicability to telehealth/telephonic services.</i> <i>Session will be held via Zoom Only</i>
<b>Tuesday, April 27<sup>th</sup>, 2021</b> <b>10:00 a.m. — 11:00 a.m.</b> <a href="#">Zoom Registration Link</a>	<b><u>General Telehealth Training (In Depth Policy Overview and Billing for FFS Providers)</u></b> <i>Overview of general telehealth/telephonic policies and definitions, billing, and claims submissions.</i> <i>Session will be held via Zoom Only</i>
<b>Thursday, June 10<sup>th</sup>, 2021</b> <b>10:00 a.m. — 11:00 a.m.</b> <a href="#">Zoom Registration Link</a>	<b><u>General Telehealth Training (In Depth Policy Overview and Billing for FFS Providers)</u></b> <i>Overview of general telehealth/telephonic policies and definitions, billing, and claims submissions.</i> <i>Session will be held via Zoom Only</i>
<b>Thursday, June 24<sup>th</sup>, 2021</b> <b>10:00 a.m. — 11:00 a.m.</b> <a href="#">Zoom Registration Link</a>	<b><u>Telehealth and Telephonic Training for IHS and 638 Providers</u></b> <i>General telehealth/telephonic policies and definitions, billing, claims, and the "four walls" and their applicability to telehealth/telephonic services.</i> <i>Session will be held via Zoom Only</i>

IHS/638 Tribal Forum	
<p>Wednesday, May 12th, 2021 2:00 p.m. – 3:30 p.m. <a href="#">Zoom Registration Link</a></p>	<p><b><u>IHS/638 Quarterly Forum</u></b> <i>Discussion of policy updates, changes, or challenges AHCCCS and the IHS Facilities are experiencing.</i> <i>Session will be held via Zoom Only</i></p>
Information for New Providers	
Useful Materials, Checking Member Eligibility, and Submitting a Prior Authorization Request	
<p>Tuesday, May 4<sup>th</sup>, 2021 10:00 a.m. – 10:30 a.m. <a href="#">Zoom Registration Link</a></p>	<p><b><u>Verifying Member Enrollment/Eligibility (AHCCCS Online Provider Portal)</u></b> <i>The purpose of this training is to demonstrate how to confirm a member's enrollment and eligibility status by using the <a href="#">AHCCCS Online Provider Portal</a>.</i> <i>Session will be held via Zoom Only</i></p>
<p>Friday, May 14<sup>th</sup>, 2021 10:00 a.m. – 10:30 a.m. <a href="#">Zoom Registration Link</a></p>	<p><b><u>Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)</u></b> <i>How to verify the status and request a prior authorization using the <a href="#">AHCCCS Online Provider Portal</a>.</i> <i>Session will be held via Zoom Only</i></p>
Reviewing the Remittance Advice	
<p>Thursday, April 15<sup>th</sup>, 2021 10:00 a.m. – 11:00 a.m. <a href="#">Zoom Registration Link</a></p>	<p><b><u>AHCCCS Remittance Advice</u></b> <i>Understanding the Remittance Advice.</i> <i>Session will be held via Zoom Only</i></p>
<p>Tuesday, June 15<sup>th</sup>, 2021 10:00 a.m. – 11:00 a.m. <a href="#">Zoom Registration Link</a></p>	<p><b><u>AHCCCS Remittance Advice</u></b> <i>Understanding the Remittance Advice.</i> <i>Session will be held via Zoom Only</i></p>
Office of Administrative Services (OALS) Claims Disputes Overview	
<p>Wednesday, April 28<sup>th</sup>, 2021 10:00 a.m. – 11:00 a.m. <a href="#">Zoom Registration Link</a></p>	<p><b><u>OALS Claims Disputes Overview</u></b> <i>An overview of what are valid claim disputes, ways to resolve disputes, the timeframes involved, and edit denial reasons. Information on the Federal Emergency Services (FES) Program is also covered.</i> <i>Session will be held via Zoom Only</i></p>
<p>Wednesday, May 26<sup>th</sup>, 2021 10:00 a.m. – 11:00 a.m. <a href="#">Zoom Registration Link</a></p>	<p><b><u>OALS Claims Disputes Overview</u></b> <i>An overview of what are valid claim disputes, ways to resolve disputes, the timeframes involved, and edit denial reasons. Information on the Federal Emergency Services (FES) Program is also covered.</i></p>
<p>Tuesday, June 29<sup>th</sup>, 2021 10:00 a.m. – 11:00 a.m. <a href="#">Zoom Registration Link</a></p>	<p><b><u>OALS Claims Disputes Overview</u></b> <i>An overview of what are valid claim disputes, ways to resolve disputes, the timeframes involved, and edit denial reasons. Information on the Federal Emergency Services (FES) Program is also covered.</i> <i>Session will be held via Zoom Only</i></p>
Behavioral Health Residential Facility (BHRF) Training	
<p>Thursday, April 29<sup>th</sup>, 2021 9:30 a.m. – 11:00 a.m. <a href="#">Zoom Registration Link</a></p>	<p><b><u>Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training</u></b> <i>BHRF Policy overview and How to submit a PA request for BHRF providers only.</i> <i>Session will be held via Zoom Only</i></p>

<b>Thursday, May 27<sup>th</sup>, 2021</b> 9:30 a.m. — 11:00 a.m. <a href="#">Zoom Registration Link</a>	<b><u>Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training</u></b> <i>BHRF Policy overview and How to submit a PA request for BHRF providers only.</i> <i>Session will be held via Zoom Only</i>
<b>Wednesday, June 23<sup>rd</sup>, 2021</b> 9:30 a.m. — 11:00 a.m. <a href="#">Zoom Registration Link</a>	<b><u>Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training</u></b> <i>BHRF Policy overview and How to submit a PA request for BHRF providers only.</i> <i>Session will be held via Zoom Only</i>
<b>General Direct Care Agency (DCA) Worker Training</b>	
<b>Thursday, May 13<sup>th</sup>, 2021</b> 1:00 p.m. — 2:00 p.m. <a href="#">Zoom Registration Link</a>	<b><u>General Direct Care Agency (DCA) Worker Training: Audit Tool</u></b> <i>The purpose of this training is to provide an overview of the Direct Care Agency Audit Tool, which aims to help ensure the safety of members and the Quality of Care they are receiving.</i> <i>Session will be held via Zoom Only</i>
<b>NEMT Trip Report, Updates and Reminders</b>	
<b>Tuesday, April 13<sup>th</sup>, 2021</b> 10:00 a.m. — 11:00 a.m. <a href="#">Zoom Registration Link</a>	<b><u>AHCCCS NEMT Trip Report, Updates</u></b> <i>How to fill out an NEMT Daily Trip Report, NEMT Updates and NEMT Billing Reminders.</i> <i>Session will be held via Zoom Only</i>
<b>Wednesday, April 21<sup>st</sup>, 2021</b> 10:00 a.m. — 11:00 a.m. <a href="#">Zoom Registration Link</a>	<b><u>AHCCCS NEMT Trip Report, Updates</u></b> <i>How to fill out an NEMT Daily Trip Report, NEMT Updates and NEMT Billing Reminders.</i> <i>Session will be held via Zoom Only</i>
<b>Tuesday, May 11<sup>th</sup>, 2021</b> 10:00 a.m. — 11:00 a.m. <a href="#">Zoom Registration Link</a>	<b><u>AHCCCS NEMT Trip Report, Updates</u></b> <i>How to fill out an NEMT Daily Trip Report, NEMT Updates and NEMT Billing Reminders.</i> <i>Session will be held via Zoom Only</i>
<b>Monday, May 17<sup>th</sup>, 2021</b> 10:00 a.m. — 11:00 a.m. <a href="#">Zoom Registration Link</a>	<b><u>AHCCCS NEMT Trip Report, Updates</u></b> <i>How to fill out an NEMT Daily Trip Report, NEMT Updates and NEMT Billing Reminders.</i> <i>Session will be held via Zoom Only</i>
<b>Friday, May 21<sup>st</sup>, 2021</b> 10:00 a.m. — 11:00 a.m. <a href="#">Zoom Registration Link</a>	<b><u>AHCCCS NEMT Trip Report, Updates</u></b> <i>How to fill out an NEMT Daily Trip Report, NEMT Updates and NEMT Billing Reminders.</i> <i>Session will be held via Zoom Only</i>
<b>Tuesday, May 25<sup>th</sup>, 2021</b> 10:00 a.m. — 11:00 a.m. <a href="#">Zoom Registration Link</a>	<b><u>AHCCCS NEMT Trip Report, Updates</u></b> <i>How to fill out an NEMT Daily Trip Report, NEMT Updates and NEMT Billing Reminders.</i> <i>Session will be held via Zoom Only</i>
<b>Friday, May 28<sup>th</sup>, 2021</b> 10:00 a.m. — 11:00 a.m. <a href="#">Zoom Registration Link</a>	<b><u>AHCCCS NEMT Trip Report, Updates</u></b> <i>How to fill out an NEMT Daily Trip Report, NEMT Updates and NEMT Billing Reminders.</i> <i>Session will be held via Zoom Only</i>
<b>Thursday, June 3<sup>rd</sup>, 2021</b> 10:00 a.m. — 11:00 a.m. <a href="#">Zoom Registration Link</a>	<b><u>AHCCCS NEMT Trip Report, Updates</u></b> <i>How to fill out an NEMT Daily Trip Report, NEMT Updates and NEMT Billing Reminders.</i> <i>Session will be held via Zoom Only</i>
<b>Monday, June 7<sup>th</sup>, 2021</b> 10:00 a.m. — 11:00 a.m. <a href="#">Zoom Registration Link</a>	<b><u>AHCCCS NEMT Trip Report, Updates</u></b> <i>How to fill out an NEMT Daily Trip Report, NEMT Updates and NEMT Billing Reminders.</i> <i>Session will be held via Zoom Only</i>

<p><b>Wednesday, June 16<sup>th</sup>, 2021</b> 10:00 a.m. — 11:00 a.m. <a href="#">Zoom Registration Link</a></p>	<p><b><u>AHCCCS NEMT Trip Report, Updates</u></b> <i>How to fill out an NEMT Daily Trip Report, NEMT Updates and NEMT Billing Reminders.</i> <i>Session will be held via Zoom Only</i></p>
<p><b>Tuesday, June 22<sup>nd</sup>, 2021</b> 10:00 a.m. — 11:00 a.m. <a href="#">Zoom Registration Link</a></p>	<p><b><u>AHCCCS NEMT Trip Report, Updates</u></b> <i>How to fill out an NEMT Daily Trip Report, NEMT Updates and NEMT Billing Reminders.</i> <i>Session will be held via Zoom Only</i></p>
<p><b>Wednesday, June 30<sup>th</sup>, 2021</b> 10:00 a.m. — 11:00 a.m. <a href="#">Zoom Registration Link</a></p>	<p><b><u>AHCCCS NEMT Trip Report, Updates</u></b> <i>How to fill out an NEMT Daily Trip Report, NEMT Updates and NEMT Billing Reminders.</i> <i>Session will be held via Zoom Only</i></p>