

## Provider Training Schedule Third 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)	
Wednesday, July 14 <sup>th</sup> , 2021 10:00 a.m. — 10:30 a.m. <a href="#">Zoom Registration Link</a>	<u><a href="#">Checking a Claim Status using the AHCCCS Online Provider Portal</a></u> <i>How to verify the status of a submitted claim.</i> <i>Session will be held via Zoom Only</i>
Tuesday, August 17 <sup>th</sup> , 2021 10:00 a.m. — 10:30 a.m. <a href="#">Zoom Registration Link</a>	<u><a href="#">Professional Claim Submission (AHCCCS Online Provider Portal)</a></u> <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>
Wednesday, August 18 <sup>th</sup> , 2021 10:00 a.m. — 10:30 a.m. <a href="#">Zoom Registration Link</a>	<u><a href="#">Institutional Claim Submission (AHCCCS Online Provider Portal)</a></u> <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>
Thursday, August 19 <sup>th</sup> , 2021 10:00 a.m. — 10:30 a.m. <a href="#">Zoom Registration Link</a>	<u><a href="#">Dental Claim Submission (AHCCCS Online Provider Portal)</a></u> <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>
Documentation Requirements for Claim Submission AND Using the Transaction Insight Provider Portal (for Documentation Submission)	
Monday, July 12 <sup>th</sup> , 2021 10:00 a.m. — 10:30 a.m. <a href="#">Zoom Registration Link</a>	<u><a href="#">Submitting Documentation using the Transaction Insight Portal</a></u> <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>Monday, July 12th, 2021 11:00 a.m. — 11:30 a.m.</p> <p><a href="#">Zoom Registration Link</a></p>	<p><b><u>Documentation for Claims Submission and Concurrent Review</u></b></p> <p><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></p> <p><i>NOTE: This training does not cover 'how to use' the Transaction Insight Portal.</i></p> <p><b>Session will be held via Zoom Only</b></p>
<p>Thursday, August 5<sup>th</sup>, 2021 10:00 a.m. — 10:30 a.m.</p> <p><a href="#">Zoom Registration Link</a></p>	<p><b><u>Submitting Documentation using the Transaction Insight Portal</u></b></p> <p><i>Submitting supporting documents for a claim using the <a href="#">Transaction Insight Portal (TIBCO)</a>.</i></p> <p><b>Session will be held via Zoom Only</b></p>
<p>Friday, August 6<sup>th</sup>, 2021 10:00 a.m. — 10:30 a.m.</p> <p><a href="#">Zoom Registration Link</a></p>	<p><b><u>Documentation for Claims Submission and Concurrent Review</u></b></p> <p><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></p> <p><i>NOTE: This training does not cover 'how to use' the Transaction Insight Portal.</i></p> <p><b>Session will be held via Zoom Only</b></p>
<p>Tuesday, September 7<sup>th</sup>, 2021 10:00 a.m. — 10:30 a.m.</p> <p><a href="#">Zoom Registration Link</a></p>	<p><b><u>Submitting Documentation using the Transaction Insight Portal</u></b></p> <p><i>Submitting supporting documents for a claim using the <a href="#">Transaction Insight Portal (TIBCO)</a>.</i></p> <p><b>Session will be held via Zoom Only</b></p>
<p>Thursday, September 16<sup>th</sup>, 2021 10:00 a.m. — 10:30 a.m.</p> <p><a href="#">Zoom Registration Link</a></p>	<p><b><u>Documentation for Claims Submission and Concurrent Review</u></b></p> <p><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></p> <p><i>NOTE: This training does not cover 'how to use' the Transaction Insight Portal.</i></p> <p><b>Session will be held via Zoom Only</b></p>
<b>Voids and Replacements</b>	
<p>Wednesday, August 4<sup>th</sup>, 2021 10:00 a.m. — 10:30 a.m.</p> <p><a href="#">Zoom Registration Link</a></p>	<p><b><u>Voids and Replacements</u></b></p> <p><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></p> <p><b>Session will be held via Zoom Only</b></p>
<b>Telehealth Training</b>	
<p>Monday, July 19<sup>th</sup>, 2021 10:00 a.m. — 11:00 a.m.</p> <p><a href="#">Zoom Registration Link</a></p>	<p><b><u>Telehealth and Telephonic Training for IHS and 638 Providers</u></b></p> <p><i>General telehealth/telephonic policies and definitions, billing, claims, and the "four walls" and their applicability to telehealth/telephonic services.</i></p> <p><b>Session will be held via Zoom Only</b></p>
<p>Tuesday, July 27<sup>th</sup>, 2021 10:00 a.m. — 11:00 a.m.</p> <p><a href="#">Zoom Registration Link</a></p>	<p><b><u>General Telehealth Training (In Depth Policy Overview and Billing for FFS Providers)</u></b></p> <p><i>Overview of general telehealth/telephonic policies and definitions, billing, and claims submissions.</i></p> <p><b>Session will be held via Zoom Only</b></p>
<p>Thursday, September 9<sup>th</sup>, 2021 10:00 a.m. — 11:00 a.m.</p> <p><a href="#">Zoom Registration Link</a></p>	<p><b><u>General Telehealth Training (In Depth Policy Overview and Billing for FFS Providers)</u></b></p> <p><i>Overview of general telehealth/telephonic policies and definitions, billing, and claims submissions.</i></p> <p><b>Session will be held via Zoom Only</b></p>
<p>Thursday, September 23<sup>rd</sup>, 2021 10:00 a.m. — 11:00 a.m.</p> <p><a href="#">Zoom Registration Link</a></p>	<p><b><u>Telehealth and Telephonic Training for IHS and 638 Providers</u></b></p> <p><i>General telehealth/telephonic policies and definitions, billing, claims, and the "four walls" and their applicability to telehealth/telephonic services.</i></p> <p><b>Session will be held via Zoom Only</b></p>

**IHS/638 Tribal Forum**

<b>Wednesday, August 25th, 2021</b> <b>2:00 p.m. – 3:30 p.m.</b> <a href="#">Zoom Registration Link</a>	<u><b>IHS/638 Quarterly Forum</b></u> <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>
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**Information for New Providers**
**Useful Materials, Checking Member Eligibility, and Submitting a Prior Authorization Request**

<b>Tuesday, July 20<sup>th</sup>, 2021</b> <b>10:00 a.m. – 10:30 a.m.</b> <a href="#">Zoom Registration Link</a>	<u><b>Verifying Member Enrollment/Eligibility (AHCCCS Online Provider Portal)</b></u> <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>
<b>Friday, August 13<sup>th</sup>, 2021</b> <b>10:00 a.m. – 10:30 a.m.</b> <a href="#">Zoom Registration Link</a>	<u><b>Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)</b></u> <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>
<b>Friday, September 3<sup>rd</sup>, 2021</b> <b>10:00 a.m. – 10:30 a.m.</b> <a href="#">Zoom Registration Link</a>	<u><b>Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)</b></u> <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>
<b>Monday, September 27<sup>th</sup>, 2021</b> <b>10:00 a.m. – 10:30 a.m.</b> <a href="#">Zoom Registration Link</a>	<u><b>Third Party Liability (TPL)</b></u> <i>What is Third Party Liability (TPL) and things providers should consider regarding claim submissions when a member has TPL/Medicare.</i> <i>Session will be held via Zoom Only</i>

**Reviewing the Remittance Advice**

<b>Thursday, July 15<sup>th</sup>, 2021</b> <b>10:00 a.m. – 11:00 a.m.</b> <a href="#">Zoom Registration Link</a>	<u><b>AHCCCS Remittance Advice</b></u> <i>Understanding the Remittance Advice.</i> <i>Session will be held via Zoom Only</i>
<b>Tuesday, September 14<sup>th</sup>, 2021</b> <b>10:00 a.m. – 11:00 a.m.</b> <a href="#">Zoom Registration Link</a>	<u><b>AHCCCS Remittance Advice</b></u> <i>Understanding the Remittance Advice.</i> <i>Session will be held via Zoom Only</i>

**Office of Administrative Services (OALS) Claims Disputes Overview**

<b>Wednesday, July 28<sup>th</sup>, 2021</b> <b>10:00 a.m. – 11:00 a.m.</b> <a href="#">Zoom Registration Link</a>	<u><b>OALS Claims Disputes Overview</b></u> <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>
<b>Tuesday, August 31<sup>st</sup>, 2021</b> <b>10:00 a.m. – 11:00 a.m.</b> <a href="#">Zoom Registration Link</a>	<u><b>OALS Claims Disputes Overview</b></u> <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>

<b>Tuesday, September 28<sup>th</sup>, 2021</b> <b>10:00 a.m. — 11:00 a.m.</b> <a href="#">Zoom Registration Link</a>	<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>
<b>Behavioral Health Residential Facility (BHRF) Training</b>	
<b>Thursday, July 29<sup>th</sup>, 2021</b> <b>9:30 a.m. — 11:00 a.m.</b> <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>Thursday, August 26<sup>th</sup>, 2021</b> <b>9:30 a.m. — 11:00 a.m.</b> <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, September 22<sup>nd</sup>, 2021</b> <b>9:30 a.m. — 11:00 a.m.</b> <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, August 12<sup>th</sup>, 2021</b> <b>1:00 p.m. — 2:00 p.m.</b> <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, July 13<sup>th</sup>, 2021</b> <b>10:00 a.m. — 11:00 a.m.</b> <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, July 21<sup>st</sup>, 2021</b> <b>10:00 a.m. — 11:00 a.m.</b> <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, August 10<sup>th</sup>, 2021</b> <b>10:00 a.m. — 11:00 a.m.</b> <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, August 20<sup>th</sup>, 2021</b> <b>10:00 a.m. — 11:00 a.m.</b> <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, August 24<sup>th</sup>, 2021</b> <b>10:00 a.m. — 11:00 a.m.</b> <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, September 2<sup>nd</sup>, 2021</b> <b>10:00 a.m. — 11:00 a.m.</b> <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, September 8<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>Wednesday, September 15<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, September 21<sup>st</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, September 29<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>