

Provider Training Schedule Second Quarter 2022

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.

March 2022	
Thursday, March 10 th , 2022 1:00 p.m. — 2:00 p.m. Zoom Registration Link	<u>DD Tribal Health Program Changes</u> <i>Effective April 1, 2022 DD THP members physical and behavioral health services will be managed by AHCCCS DFSM. This training will be an overview of these changes and available AHCCCS resources.</i> <i>Session will be held via Zoom Only</i>
Tuesday, March 15 th , 2022 1:00 p.m. — 2:00 p.m. Zoom Registration Link	<u>DD Tribal Health Program Changes</u> <i>Effective April 1, 2022 DD THP members physical and behavioral health services will be managed by AHCCCS DFSM. This training will be an overview of these changes and available AHCCCS resources.</i> <i>Session will be held via Zoom Only</i>
Tuesday, March 24 th , 2022 1:00 p.m. — 2:00 p.m. Zoom Registration Link	<u>DD Tribal Health Program Changes</u> <i>Effective April 1, 2022 DD THP members physical and behavioral health services will be managed by AHCCCS DFSM. This training will be an overview of these changes and available AHCCCS resources.</i> <i>Session will be held via Zoom Only</i>
Monday, March 28 th , 2022 1:00 p.m. — 2:00 p.m. Zoom Registration Link	<u>DD Tribal Health Program Changes</u> <i>Effective April 1, 2022 DD THP members physical and behavioral health services will be managed by AHCCCS DFSM. This training will be an overview of these changes and available AHCCCS resources.</i> <i>Session will be held via Zoom Only</i>

April 2022	
Thursday, April 7 th , 2022 10:00 a.m. — 10:30 a.m. Zoom Registration Link	<p><u>Submitting Documentation using the Transaction Insight Portal</u></p> <p>Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO). <i>Session will be held via Zoom Only</i></p>
Friday, April 8 th , 2022 10:00 a.m. — 10:30 a.m. Zoom Registration Link	<p><u>Checking a Claim Status using the AHCCCS Online Provider Portal</u></p> <p>How to verify the status of a submitted claim. <i>Session will be held via Zoom Only</i></p>
Monday, April 11 th , 2022 10:00 a.m. — 10:30 a.m. Zoom Registration Link	<p><u>Documentation for Claims Submission and Concurrent Review</u></p> <p>This training covers the responsibility of providers to submit required documentation with claims, and to respond to AHCCCS requests for documentation for concurrent review. NOTE: This training does not cover 'how to use' the Transaction Insight Portal. <i>Session will be held via Zoom Only</i></p>
Tuesday, April 12 th , 2022 10:00 a.m. — 11:00 a.m. Zoom Registration Link	<p><u>AHCCCS NEMT Trip Report, Updates</u></p> <p>How to fill out an NEMT Daily Trip Report, NEMT Updates and NEMT Billing Reminders. <i>Session will be held via Zoom Only</i></p>
Monday, April 18 th , 2022 1:00 p.m. — 2:00 p.m. Zoom Registration Link	<p><u>DD Tribal Health Program Changes</u></p> <p>Effective April 1, 2022 DD THP members physical and behavioral health services will be managed by AHCCCS DFSM. This training will be an overview of these changes and available AHCCCS resources. <i>Session will be held via Zoom Only</i></p>
Wednesday, April 20 th , 2022 10:00 a.m. — 11:00 a.m. Zoom Registration Link	<p><u>AHCCCS NEMT Trip Report, Updates</u></p> <p>How to fill out an NEMT Daily Trip Report, NEMT Updates and NEMT Billing Reminders. <i>Session will be held via Zoom Only</i></p>
Thursday, April 21 st , 2022 10:00 a.m. — 11:00 a.m. Zoom Registration Link	<p><u>Telehealth and Telephonic Training for IHS and 638 Providers</u></p> <p>General telehealth/telephonic policies and definitions, billing, claims, and the "four walls" and their applicability to telehealth/telephonic services. <i>Session will be held via Zoom Only</i></p>
Tuesday, April 26 th , 2022 10:00 a.m. — 11:00 a.m. Zoom Registration Link	<p><u>General Telehealth Training (In Depth Policy Overview and Billing for FFS Providers)</u></p> <p>Overview of general telehealth/telephonic policies and definitions, billing, and claims submissions. <i>Session will be held via Zoom Only</i></p>

<p>Wednesday, April 27th, 2022 10:00 a.m. — 11:00 a.m. Zoom Registration Link</p>	<p><u>OGC (Office of General Counsel) Claims Disputes Overview</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></p>
<p>Thursday, April 28th, 2022 9:30 a.m. — 11:00 a.m. Zoom Registration Link</p>	<p><u>Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training</u> <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>
May 2022	
<p>Tuesday, May 10th, 2022 10:00 a.m. — 11:00 a.m. Zoom Registration Link</p>	<p><u>AHCCCS NEMT Trip Report, Updates</u> <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>Wednesday, May 11th, 2022 2:00 p.m. — 3:30 p.m. Zoom Registration Link</p>	<p><u>IHS/638 Quarterly Forum</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></p>
<p>Thursday, May 12th, 2022 1:00 p.m. — 2:00 p.m. Zoom Registration Link</p>	<p><u>General Direct Care Agency (DCA) Worker Training: Audit Tool</u> <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></p>
<p>Friday, May 13th, 2022 10:00 a.m. — 10:30 a.m. Zoom Registration Link</p>	<p><u>Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)</u> <i>How to verify the status and request a prior authorization using the AHCCCS Online Provider Portal.</i> <i>Session will be held via Zoom Only</i></p>
<p>Monday, May 16th, 2022 10:00 a.m. — 11:00 a.m. Zoom Registration Link</p>	<p><u>AHCCCS NEMT Trip Report, Updates</u> <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>Tuesday, May 17th, 2022 10:00 a.m. — 10:30 a.m. Zoom Registration Link</p>	<p><u>Professional Claim Submission (AHCCCS Online Provider Portal)</u> <i>How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training reviews professional claims.</i> <i>Session will be held via Zoom Only</i></p>

<p>Wednesday, May 18th, 2022 10:00 a.m. — 10:30 a.m. Zoom Registration Link</p>	<p><u>Institutional Claim Submission (AHCCCS Online Provider Portal)</u> <i>How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training reviews institutional claims.</i> <i>Session will be held via Zoom Only</i></p>
<p>Thursday, May 19th, 2022 10:00 a.m. — 10:30 a.m. Zoom Registration Link</p>	<p><u>Dental Claim Submission (AHCCCS Online Provider Portal)</u> <i>How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training is for dental providers.</i> <i>Session will be held via Zoom Only</i></p>
<p>Thursday, May 19th, 2022 1:00 p.m. — 2:00 p.m. Zoom Registration Link</p>	<p><u>Participating Provider Reporting Requirements</u> <i>An informational training on the Participating Provider Reporting Requirements effective for dates of services beginning October 1, 2022.</i> <i>Session will be held via Zoom Only</i></p>
<p>Friday, May 20th, 2022 10:00 a.m. — 11:00 a.m. Zoom Registration Link</p>	<p><u>AHCCCS NEMT Trip Report, Updates</u> <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>Tuesday, May 24th, 2022 10:00 a.m. — 11:00 a.m. Zoom Registration Link</p>	<p><u>AHCCCS NEMT Trip Report, Updates</u> <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>Wednesday, May 25th, 2022 10:00 a.m. — 11:00 a.m. Zoom Registration Link</p>	<p><u>OGC (Office of General Counsel) Claims Disputes Overview</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></p>
<p>Thursday, May 26th, 2022 9:30 a.m. — 11:00 a.m. Zoom Registration Link</p>	<p><u>Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training</u> <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>

June 2022	
<p>Thursday, June 2nd, 2022 10:00 a.m. — 11:00 a.m. Zoom Registration Link</p>	<p><u>AHCCCS NEMT Trip Report, Updates</u> <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>Monday, June 6th, 2022 10:00 a.m. — 11:00 a.m. Zoom Registration Link</p>	<p><u>AHCCCS NEMT Trip Report, Updates</u> <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>Tuesday, June 7th, 2022 10:00 a.m. – 10:30 a.m. Zoom Registration Link</p>	<p><u>Submitting Documentation using the Transaction Insight Portal</u> <i>Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO). Session will be held via Zoom Only</i></p>
<p>Thursday, June 9th, 2022 10:00 a.m. — 11:00 a.m. Zoom Registration Link</p>	<p><u>General Telehealth Training (In Depth Policy Overview and Billing for FFS Providers)</u> <i>Overview of general telehealth/telephonic policies and definitions, billing, and claims submissions. Session will be held via Zoom Only</i></p>
<p>Tuesday, June 14th, 2022 10:00 a.m. — 11:00 a.m. Zoom Registration Link</p>	<p><u>AHCCCS Remittance Advice</u> <i>Understanding the Remittance Advice. Session will be held via Zoom Only</i></p>
<p>Tuesday, June 14th, 2022 1:00 p.m. — 2:00 p.m. Zoom Registration Link</p>	<p><u>Participating Provider Reporting Requirements</u> <i>An informational training on the Participating Provider Reporting Requirements effective for dates of services beginning October 1, 2022. Session will be held via Zoom Only</i></p>
<p>Wednesday, June 15th, 2022 10:00 a.m. — 11:00 a.m. Zoom Registration Link</p>	<p><u>AHCCCS NEMT Trip Report, Updates</u> <i>How to fill out an NEMT Daily Trip Report, NEMT Updates and NEMT Billing Reminders. Session will be held via Zoom Only</i></p>
<p>Thursday, June 16th, 2022 10:00 a.m. — 10:30 a.m. Zoom Registration Link</p>	<p><u>Documentation for Claims Submission and Concurrent Review</u> <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. NOTE: This training does not cover 'how to use' the Transaction Insight Portal. Session will be held via Zoom Only</i></p>
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<p>Wednesday, June 22nd, 2022 9:30 a.m. — 11:00 a.m. Zoom Registration Link</p>	<p><u>Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training</u> <i>BHRF Policy overview and How to submit a PA request for BHRF providers only. Session will be held via Zoom Only</i></p>
<p>Thursday, June 23rd, 2022 10:00 a.m. — 11:00 a.m. Zoom Registration Link</p>	<p><u>Participating Provider Reporting Requirements</u> <i>An informational training on the Participating Provider Reporting Requirements effective for dates of services beginning October 1, 2022. Session will be held via Zoom Only</i></p>
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Wednesday, June 29th, 2022
10:00 a.m. — 11:00 a.m.
[Zoom Registration Link](#)

AHCCCS NEMT Trip Report, Updates

How to fill out an NEMT Daily Trip Report, NEMT Updates and NEMT Billing Reminders.

Session will be held via Zoom Only