

DFSM Provider Training Schedule Third Quarter 2022

The Division of Fee-For-Service Management Provider Training Unit holds virtual training sessions for AHCCCS providers. All training sessions are held via ZOOM. To participate in a training session providers must register in advance.

1. The Zoom registration link assigned to each session will direct you to the registration page, complete the registration short form to sign up for the session. You will receive a confirmation email, approving your registration which will contain the meeting password and instructions for joining the meeting. If you do not see this email, please make sure to check your junk/spam folders.
2. To join the meeting, click on the URL. Next, select "Open Zoom Meeting". After entering the meeting, you can select the "Call in option". Click on the "up arrow" next to the **microphone** icon, select "phone and audio" to view the list of audio conference (phone) number options.

Zoom training reminders are emailed via DFSM Email Alerts prior to the scheduled training. The training schedule is subject to change and participants will be notified of any changes via the DFSM Email Alerts.

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July 2022	
<p>Tuesday, July 5th, 2022 10:00 a.m. - 11:00 a.m. Zoom Registration Link</p>	<p><u>AHCCCS Remittance Advice</u> <i>Understanding the Remittance Advice.</i> <i>Session will be held via Zoom Only</i></p>
<p>Wednesday, July 6th, 2022 10:00 a.m. - 11:00 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).</i> <i>Session will be held via Zoom Only</i></p>
<p>Thursday, July 7th, 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, July 12th, 2022 10:00 a.m. - 11:00 a.m. Zoom Registration Link</p>	<p><u>Third Party Liability (TPL)</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></p>
<p>Wednesday, July 13th, 2022 10:00 a.m. - 11:00 a.m. Zoom Registration Link</p>	<p><u>Participating Provider Reporting Requirements</u> <i>This training reviews the reporting requirements for AHCCCS provider types Integrated clinics (Provider Type IC), behavioral health outpatient clinics (Provider Type 77), and clinics (Provider Type 05).</i> <i>Session will be held via Zoom Only</i></p>
<p>Thursday, July 14th, 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>
<p>Monday, July 18th, 2022 10:00 a.m. - 11:00 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>Tuesday, July 19th, 2022 10:00 a.m. - 11:00 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.</i> <i>Session will be held via Zoom Only</i></p>
<p>Wednesday, July 20th, 2022 10:00 a.m. - 11:00 a.m. Zoom Registration Link</p>	<p><u>Office of General Counsel (OGC) Claims Disputes Overview</u> <i>An overview of what are valid claim disputes, ways to resolve disputes, the time frames involved, and edit denial reasons.</i> <i>Session will be held via Zoom Only</i></p>
<p>Thursday, July 21st, 2022 10:00 a.m. - 11:00 a.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>Tuesday, July 26th, 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>Thursday, July 28th, 2022 1:00 p.m. - 2:00 p.m. Zoom Registration Link</p>	<p><u>Participating Provider Reporting Requirements</u> <i>This training reviews the reporting requirements for AHCCCS provider types Integrated clinics (Provider Type IC), behavioral health outpatient clinics (Provider Type 77), and clinics (Provider Type 05).</i> <i>Session will be held via Zoom Only</i></p>
August 2022	
<p>Tuesday 8/2/2022 10:00-11:00 am 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).</i> <i>Session will be held via Zoom Only</i></p>
<p>Wednesday 8/3/2022 10:00-11:00 am Zoom Registration Link</p>	<p><u>Participating Provider Reporting Requirements</u> <i>This training reviews the reporting requirements for AHCCCS provider types Integrated clinics (Provider Type IC), behavioral health outpatient clinics (Provider Type 77), and clinics (Provider Type 05).</i> <i>Session will be held via Zoom Only</i></p>
<p>Thursday 8/4/2022 10:00-11:00 am Zoom Registration Link</p>	<p><u>AHCCCS Remittance Advice</u> <i>Understanding the Remittance Advice.</i> <i>Session will be held via Zoom Only</i></p>
<p>Tuesday 8/9/2022 10:00-11:00 am 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>Wednesday 8/10/2022 10:00-11:00 am 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>Thursday 8/11/2022 10:00-11:00 am Zoom Registration Link</p>	<p><u>Checking a Claim Status using the AHCCCS Online Provider Portal</u> <i>How to verify the status of a submitted claim.</i> <i>Session will be held via Zoom Only</i></p>

<p>Monday 8/15/2022 10:00-11:00 am Zoom Registration Link</p>	<p><u>Professional Claim Submission (AHCCCS Online Provider Portal)</u> How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training reviews professional claims. Professional Claim Form Submission. <i>Session will be held via Zoom Only</i></p>
<p>Tuesday 8/16/2022 10:00-11:00 am Zoom Registration Link</p>	<p><u>General Direct Care Agency (DCA) Worker Training: Audit Tool</u> 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>Session will be held via Zoom Only</i></p>
<p>Wednesday 8/17/2022 10:00-11:00 am Zoom Registration Link</p>	<p><u>Institutional Claim Form Submission</u> How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training reviews institutional claims. <i>Session will be held via Zoom Only</i></p>
<p>Thursday 8/18/2022 10:00-11:00 am Zoom Registration Link</p>	<p><u>Dental Claim Form Submission</u> How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training is for dental providers. <i>Session will be held via Zoom Only</i></p>
<p>Monday 8/22/2022 10:00-11:00 am Zoom Registration Link</p>	<p><u>Checking a Claim Status using the AHCCCS Online Provider Portal</u> How to verify the status of a FFS claim submission. <i>Session will be held via Zoom Only</i></p>
<p>Tuesday 8/23/2022 10:00-11:00 am Zoom Registration Link</p>	<p><u>Submitting Documentation using the Transaction Insight Portal</u> Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO). <i>Session will be held via Zoom Only</i></p>
<p>Wednesday 8/24/2022 10:00-11:00 am Zoom Registration Link</p>	<p><u>Participating Provider Reporting Requirements</u> This training reviews the reporting requirements for AHCCCS provider types Integrated clinics (Provider Type IC), behavioral health outpatient clinics (Provider Type 77), and clinics (Provider Type 05). <i>Session will be held via Zoom Only</i></p>
<p>Wednesday 8/24/2022 2:00-3:30 pm Zoom Registration Link</p>	<p><u>IHS/638 Quarterly Billing Forum</u> Discussion of policy updates, changes, or challenges AHCCCS and the IHS Facilities are experiencing. <i>Session will be held via Zoom Only</i></p>
<p>Monday 8/29/2022 10:00-11:00 am Zoom Registration Link</p>	<p><u>Participating Provider Reporting Requirements</u> An informational training on the Participating Provider Reporting Requirements effective for dates of services beginning October 1, 2022. <i>Session will be held via Zoom Only</i></p>
<p>Tuesday 8/30/2022 10:00-11:00 am Zoom Registration Link</p>	<p><u>AHCCCS NEMT Trip Report, Updates</u> 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>
<p>Wednesday 8/31/2022 10:00-11:00 am Zoom Registration Link</p>	<p><u>OGC (Office of General Counsel) Claims Disputes Overview</u> An overview of what are valid claim disputes, how to resolve denials prior to the claims dispute process, edit denial reasons codes and the Federal Emergency Services (FES) Program is also covered. <i>Session will be held via Zoom Only</i></p>

September 2022	
<p>Tuesday 9/6/2022 10:00-11:00 am 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>
<p>Wednesday 9/7/2022 10:00-11:00 am Zoom Registration Link</p>	<p><u>Participating Provider Reporting Requirements</u> <i>This training reviews the reporting requirements for AHCCCS provider types Integrated clinics (Provider Type IC), behavioral health outpatient clinics (Provider Type 77), and clinics (Provider Type 05).</i> <i>Session will be held via Zoom Only</i></p>
<p>Thursday 9/8/2022 10:00-11:00 am 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 9/12/2022 10:00-11:00 am Zoom Registration Link</p>	<p><u>AHCCCS Remittance Advice</u> <i>Understanding the Remittance Advice.</i> <i>Session will be held via Zoom Only</i></p>
<p>Tuesday 9/13/2022 10:00-11:00 am 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>Wednesday 9/14/2022 10:00-11:00 am 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. Professional Claim Form Submission.</i> <i>Session will be held via Zoom Only</i></p>
<p>Thursday 9/15/2022 10:00-11:00 am Zoom Registration Link</p>	<p><u>Institutional Claim Form Submission</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>Monday 9/19/2022 10:00-11:00 am Zoom Registration Link</p>	<p><u>Dental Claim Form Submission</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>Tuesday 9/20/2022 10:00-11:00 am Zoom Registration Link 1:00-2:00pm Zoom Registration Link</p>	<p><u>Participating Provider Reporting Requirements</u> <i>This training reviews the reporting requirements for AHCCCS provider types Integrated clinics (Provider Type IC), behavioral health outpatient clinics (Provider Type 77), and clinics (Provider Type 05).</i> <i>Session will be held via Zoom Only</i></p>
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<p>Monday 9/26/2022 10:00-11:00 am Zoom Registration Link</p>	<p><u>Checking a Claim Status using the AHCCCS Online Provider Portal</u> <i>How to verify the status of a FFS claim submission.</i> <i>Session will be held via Zoom Only</i></p>

<p>Tuesday 9/27/2022 10:00-11:00 am Zoom Registration Link</p>	<p><u>Submitting Documentation using the Transaction Insight Portal</u> <i>How to submit supporting documents for claim submission using the TIBCO PORTAL.</i> <i>Session will be held via Zoom Only</i></p>
<p>Wednesday 9/28/2022 10:00-11:00 am Zoom Registration Link</p>	<p><u>AHCCCS NEMT Trip Report, Updates</u> 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>
<p>Thursday 9/29/2022 10:00-11:00 am Zoom Registration Link</p>	<p><u>General Direct Care Agency (DCA) Worker Training : Audit Tool</u> <i>The purpose of this training is to ensure the safety of members and the Quality of Care they are receiving.</i> <i>Session will be held via Zoom Only</i></p>