



Division of Fee-For-Service Management Provider Training Schedule Third Quarter 2024

Refer to the course schedule below for a list of scheduled training courses, the dates they are offered and the links to register. All training courses are held via ZOOM. AHCCCS also offers a comprehensive list of training resources published on the [Fee-For-Service Provider Training Web Page](#). We will add presentations, videos and other training resources as they become available. The training schedule may change, and participants will be notified of any changes via the DFSM Email Alerts.

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July 2024	
Tuesday 7/9/2024 10:00-11:00 am Zoom Registration Link	Submitting Documentation Using the Transaction Insight Portal Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO).
Wednesday 7/10/2024 10:00-11:00 am Zoom Registration Link	Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal) How to verify the status and request a prior authorization using the AHCCCS Online Provider Portal.
Thursday 7/11/2024 10:00-11:00 am Zoom Registration Link	AHCCCS NEMT Trip Report, Updates How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.
Tuesday 7/16/2024 10:00-11:00 am Zoom Registration Link	Professional Claim Submission (AHCCCS Online Provider Portal) Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO).
Wednesday 7/17/2024 10:00-11:00 am Zoom Registration Link	Professional Claim Submission (AHCCCS Online Provider Portal) How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training reviews professional claims.
Thursday 7/18/2024 10:00-11:00 am Zoom Registration Link	Participating Provider Reporting Requirements 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).
Thursday 7/18/2024 1:00-2:00 p.m. Zoom Registration Link	Covered Behavioral Health Services Guide Overview A general overview of billing and compliance information, rules for service delivery, billing, and encounters for behavioral health services.

<p>Tuesday 7/23/2024 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).</p>
<p>Wednesday 7/24/2024 10:00-11:00 am Zoom Registration Link</p>	<p><u>Voids and Replacements</u> 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.</p>
<p>Thursday 7/25/2024 10:00-11:00 am Zoom Registration Link</p>	<p><u>Office of General Counsel (OGC) Claims Disputes Overview</u> An overview of what are valid and invalid claim disputes, filing timeframes, and how to avoid filing a claim dispute.</p>
<p>Thursday 7/25/2024 1:00 -2:00 p.m. Zoom Registration Link</p>	<p><u>Behavioral Health Professional (BHP) Requirements:</u> A general overview of BHP requirements including clinical oversight, telehealth and, duration and frequency of behavioral health services performed by a BHP.</p>
<p>Tuesday 7/30/2024 10:00-11:00 am Registration Link Zoom</p>	<p><u>Submitting Documentation Using the Transaction Insight Portal</u> Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO). <i>Third party liability.</i></p>
<p>Wednesday 7/31/2024 10:00-11:00 am Zoom Registration Link</p>	<p><u>Third Party Liability</u> This training is an overview of the coordination of benefits, third party liability, secondary Medicare claims, and submission requirements for the Medicaid program.</p>

August 2024	
<p>Monday 8/05/2024 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).</p>
<p>Tuesday 8/06/2024 10:00-11:00 am Zoom Registration Link</p>	<p><u>Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)</u> How to verify the status and request a prior authorization using the AHCCCS Online Provider Portal.</p>
<p>Wednesday 8/07/2024 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.</p>
<p>Monday 8/12/2024 10:00-11:00 am Zoom Registration Link</p>	<p><u>Professional Claim Submission (AHCCCS Online Provider Portal)</u> Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO).</p>
<p>Wednesday 8/14/2024 10:00-11:00 am</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).</p>

Zoom Registration Link	
Tuesday 8/20/2024 10:00-11:00 am Zoom Registration Link	<u>Submitting Documentation Using the Transaction Insight Portal</u> Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO).
Wednesday 8/21/2024 10:00-11:00 am Zoom Registration Link	<u>Voids and Replacements</u> 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.
Tuesday 8/27/2024 10:00-11:00 am Zoom Registration Link	<u>Submitting Documentation Using the Transaction Insight Portal</u> Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO).
Wednesday 8/28/2024 10:00-11:00 am Zoom Registration Link	<u>Third Party Liability</u> This training is an overview of the coordination of benefits, third party liability, secondary Medicare claims, and submission requirements for the Medicaid program.

September 2024

Wednesday 9/4/2024 10:00-11:00 am Zoom Registration Link	<u>Submitting Documentation Using the Transaction Insight Portal</u> Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO).
Monday 9/9/2024 10:00-11:00 am Zoom Registration Link	<u>Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)</u> How to verify the status and request a prior authorization using the AHCCCS Online Provider Portal.
Tuesday 9/10/2024 10:00-11:00 am Zoom Registration Link	<u>AHCCCS NEMT Trip Report, Updates</u> How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.
Wednesday 9/11/2024 10:00-11:00 am Zoom Registration Link	<u>IHS/638 Tribal Facility Billing Guide Ambulatory Surgery Center (ASC)</u> This training material is designed for IHS/638 Tribal providers only and provides general billing and claim submission guidance for services performed in an Ambulatory Surgery Center setting.
Wednesday 9/11/2024 1:00-2:00 pm Zoom Registration Link	<u>Behavioral Health Residential Facility (BHRF) Overview</u> This session provides a general overview of responsibilities of behavioral health professionals (BHP) in a BHRF setting, billing limitations, prior authorization documentation requirements including how to submit for a prior authorization request.

<p style="text-align: center;">Tuesday 9/17/2024 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).</p>
<p style="text-align: center;">Wednesday 9/18/2024 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).</p>
<p style="text-align: center;">Wednesday 9/18/2024 1:00 – 2:00 pm Zoom Registration Link</p>	<p><u>Part 1 CBHSG Overview</u> This session covers general topics to include provisions of services, provider types, billing, outpatient treatment, IOP and more.</p>
<p style="text-align: center;">Thursday 9/19/2024 1:00 – 2:00 pm Zoom Registration Link</p>	<p><u>Part 2 CBHSG Overview</u> This session continues the discussion, and covers general topics to include medical and support services, crisis, outpatient residential and more.</p>
<p style="text-align: center;">Monday 9/23/2024 10:00-11:00 am Zoom Registration Link</p>	<p><u>Voids and Replacements</u> 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.</p>
<p style="text-align: center;">Tuesday 9/24/2024 10:00-11:00 am Zoom Registration Link</p>	<p><u>Office of General Counsel (OGC) Claims Disputes Overview</u> An overview of what are valid and invalid claim disputes, filing timeframes, and how to avoid filing a claim dispute.</p>
<p style="text-align: center;">Wednesday 9/25/2024 10:00-11:00 am Zoom Registration Link</p>	<p><u>Medical Equipment and Appliances, Medical Supplies, Orthotics and Prosthetics</u> The purpose of this training is to provide an overview of policy and billing requirements for DME (Durable Medical Equipment), medical supplies, orthotics, and prosthetics.</p>
<p style="text-align: center;">Wednesday 9/25/2024 2:00-3:30 pm Zoom Registration Link</p>	<p><u>IHS/638 Quarterly Providers Billing Forum</u> Discussion of policy updates, changes, or challenges AHCCCS and the IHS Facilities are experiencing.</p>