

Division of Fee-For-Service Management Provider Training Schedule April – June 2026

Please refer to the schedule below for information regarding training details, including registration instructions, dates, times, and the links for registration. All sessions are via Zoom. Additional resources are available online and published on the [Fee-For-Service Provider Training Web Page](#). When new presentations, videos, and training resources become available, they will be added. Schedule updates will be sent by DFSM Email Alerts.

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April 2026	
<p>Wednesday 04/01/2026 10:00-11:00am. Zoom Registration Link</p>	<p><u>EDI Solutions Portal – Documentation Upload Guide</u> This training offers (FFS) providers on how to submit necessary documentation for claims review, additional documentation (i.e. the AHCCCS Daily Trip report or requested medical records), etc. using the EDI Solutions portal ServiceNow to upload documents.</p>
<p>Tuesday 04/14/2026 10:00 – 11:00am. Zoom Registration Link</p>	<p><u>Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)</u> This training provides guidance on how to submit a prior authorization request, attach necessary documents to the PA request.</p>
<p>Wednesday 04/15/2026 10:00-11:00am. Zoom Registration Link</p>	<p><u>Submitting a Correction / Replacement Claim</u> This training provides guidance on when a replacement claim is required and the documentation attachment process.</p>
<p>Tuesday 4/21/2026 10:00-11:00am. Zoom Registration Link</p>	<p><u>AHCCCS NEMT Trip Report</u> How to properly complete the AHCCCS NEMT Daily Trip Report.</p>
<p>Wednesday 4/22/2026 10:00-11:00am. Zoom Registration Link</p>	<p><u>EDI Solutions Portal – Documentation Upload Guide</u> This training offers (FFS) providers on how to submit necessary documentation for claims review, additional documentation (i.e. the AHCCCS Daily Trip report or requested medical records), etc. using the EDI Solutions portal ServiceNow to upload documents.</p>

<p>Tuesday 4/28/2026 10:00-11:30am. Zoom Registration Link</p>	<p><u>Quality Assurance Compliance and Monitoring</u> This training provides an overview of Division of Fee-for-Service Management (DFSM) Quality Assurance (QA) compliance and monitoring processes, detailing the initiation, review, and resolution of Memos of Concern (MOCs) and Corrective Action Plans (CAPs). Providers will learn what to expect during the QA process and how DFSM works collaboratively with providers to strengthen compliance practices and improve the quality of care delivered to AHCCCS members. The session emphasizes partnership, transparency, and shared responsibility for member safety and positive outcomes.</p>
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May 2026

<p>Tuesday 05/05/2026 10:00-11:00am. Zoom Registration Link</p>	<p><u>EDI Solutions Portal – Documentation Upload Guide</u> This training offers (FFS) providers on how to submit necessary documentation for claims review, additional documentation (i.e. the AHCCCS Daily Trip report or requested medical records), etc. using the EDI Solutions portal ServiceNow to upload documents.</p>
<p>Wednesday 05/06/2026 1:00-2:00pm. Zoom Registration Link</p>	<p><u>Traditional Healing Overview</u> This overview is for IHS/638 Tribal providers only.</p>
<p>Monday 05/11/2026 10:00-11:00am. Zoom Registration Link</p>	<p><u>Submitting a Correction / Replacement Claim</u> This training provides guidance on when a replacement claim is required and the documentation attachment process.</p>
<p>Tuesday 05/12/2026 10:00-11:00am Zoom Registration Link</p>	<p><u>AHCCCS NEMT Trip Report</u> How to properly complete the AHCCCS NEMT Daily Trip Report.</p>
<p>Wednesday 05/13/2026 10:00-11:00am. Zoom Registration Link</p>	<p><u>EDI Solutions Portal – Documentation Upload Guide</u> This training offers (FFS) providers on how to submit necessary documentation for claims review, additional documentation (i.e. the AHCCCS Daily Trip report or requested medical records), etc. using the EDI Solutions portal ServiceNow to upload documents.</p>

<p>Tuesday 05/19/2026 10:00-11:00am Zoom Registration Link</p>	<p><u>Submitting a Correction / Replacement Claim</u> This training provides guidance on when a replacement claim is required and the documentation attachment process.</p>
<p>Wednesday 5/20/2026 Zoom Registration Link</p>	<p><u>AHCCCS NEMT Trip Report</u> How to properly complete the AHCCCS NEMT Daily Trip Report.</p>

June 2026	
<p>Tuesday 6/02/2026 10:00-11:00am. Zoom Registration Link</p>	<p><u>EDI Solutions Portal – Documentation Upload Guide</u> This training offers (FFS) providers on how to submit necessary documentation for claims review, additional documentation (i.e. the AHCCCS Daily Trip report or requested medical records), etc. using the EDI Solutions portal ServiceNow to upload documents.</p>
<p>Wednesday 06/03/2026 10:00-11:00am. Zoom Registration Link</p>	<p><u>Traditional Healing Overview</u> This overview is for IHS/638 Tribal providers only.</p>

<p>Tuesday 06/09/2026 10:00 – 11:00am. Zoom Registration Link</p>	<p><u>Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)</u> This training provides guidance on how to submit a prior authorization request, attach necessary documents to the PA request.</p>
<p>Wednesday 06/10/2026 10:00-11:00am. Zoom Registration Link</p>	<p><u>Submitting a Correction / Replacement Claim</u> This training provides guidance on when a replacement claim is required and the documentation attachment process.</p>
<p>Monday 06/15/2026 10:00-11:00am. Zoom Registration Link</p>	<p><u>AHCCCS NEMT Trip Report</u> How to properly complete the AHCCCS NEMT Daily Trip Report.</p>
<p>Tuesday 06/16/2026 10:00-11:00am. Zoom Registration Link</p>	<p><u>EDI Solutions Portal – Documentation Upload Guide</u> This training offers (FFS) providers on how to submit necessary documentation for claims review, additional documentation (i.e. the AHCCCS Daily Trip report or requested medical records), etc. using the EDI Solutions portal ServiceNow to upload documents.</p>
<p>Tuesday 6/23/2026 10:00-11:30am. Zoom Registration Link</p>	<p><u>FFS Overview of Quality-of-Care Provider Training (Quarterly)</u> This provider training session focuses on key points of quality related AHCCCS policies outlined in the PPA, AMPM, etc. as they apply to quality-of-care, and provider responsibilities of incident, accident and death (IAD) reporting into the QM Portal.</p>