

Update:4/10/2026, 03/11/2024

Quick Training Guide

How to Add the Missing Activity Information on the Prior Authorization

1. Navigate to the AHCCCS Online Provider Portal <https://ao.azahcccs.gov/Account/Login.aspx>
2. On the sign in page under the Menu options, select Prior Authorization Submission.
3. Search for the PA request by entering the required information on the Case Search screen.
4. Select the Case / PA Number from the search results, and select the PA that you need to add the activity information to. Select the Update feature on the right-hand side.
5. Next, click on the Event List tab on the upper right of the page.
6. Click on the sequence number (example 01,02,etc) next to the date span you wish to update and this will take you to the Activity List page.

Event List									
Sequence	Event Type	Begin Date	End Date	Admit Date	Status	Reason	Diagnosis Code	Update	Attachments
01	OP	02/01/2026	03/02/2026		PENDED	PH009	F10.Z0		
<p>Partial text for new unread notes will appear as a blue link. Click the link for each Event shown in the Unread section to view the full text of important information about your authorization. Click on the button in the Read section to review any previously read notes. Transaction Succeeded.</p> <p>Unread notes for Seq=01</p> <p>Read notes for Seq=01</p> <p>No unread notes for this event</p>									
<input type="button" value="Add New Event"/>									

7. Note: Also on the Event List page the “Attachments” tool is available to upload/attach documentation, if required for the prior authorization request.
8. To add the activity information, click on the Add New Activity tab.
9. On the Enter Activity Information page complete all required fields as indicated by the “red asterisks”.
10. Click on the Next button, this will take you to the Verify Activity Information page.
11. Once you verify the information is correct, click on Submit to finalize your PA request.
12. If you need to add another CPT/HCPCS for the same Event, click on the Add New Activity button again and add any additional codes.

13.

Transaction Succeeded.

Line No	Activity Type	Activity Code	HCPCS	Allowed Units	Used Units	Status	Reason	Unit Price	
01	HCPCS	69403		2,000	0,000	PENDED	PH003	175.0500	Update

[Add New Activity](#)

To add another Activity to the same event, click on the Add New Activity button.

Note: Providers can check the status of a PA request at any time and can view comments entered by the PA team using the Prior Authorization Inquiry link on the AHCCCS Online Provider Portal. Training Resources: https://www.azahcccs.gov/Resources/Training/DFSM_Training.html

Questions on The Service Now Portal: https://www.azahcccs.gov/AHCCCS/Downloads/EVV/EVV2_0-HelpDesk-CreatingAServiceNowTicket.pdf