

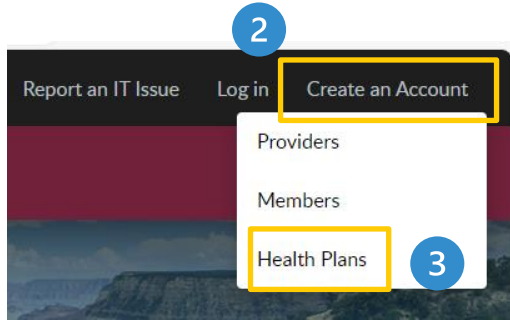


AHCCCS Solutions Center – Health Plan Guidance

General User Guide for Health Plans
September 2024

Quick Start

- 1 Go to the AHCCCS Solutions Center:
<https://servicenow.azahcccs.gov/gsp>



- 4 Follow the prompts to create your account.

Create an Account

Provider:

Are you the Rendering/Service Provider?
--None--

Is your employer registered with AHCCCS?
--None--

Next

Benefits of creating an account

Personalized experience

- Quickly request services that are available to you
- Track progress of your request
- Add additional information to your request

Manage your account

- View and make changes to your profile
- See past requests

- 5 Check your email for login credentials and use them to login to your account.



Change Password

User name: tommyjohn

Current Password:

Password Requirements:

- Minimum 8 characters
- Maximum 100 characters
- At least 1 lowercase letter(s)
- At least 1 uppercase letter(s)
- At least 1 digit(s)
- At least 1 special character(s)
- No repetitions more than 3 character(s)
- No sequence more than 3 character(s)
- No user data like first name, last name, username, and company name

New password:

Confirm New Password:

Submit

Enable multi-factor authentication (MFA)

More Information

- 1 Download an authenticator app that supports Time Based One-Time Password (TOTP) on your mobile device.
- 2 Open the app and scan the QR code below to pair your mobile device

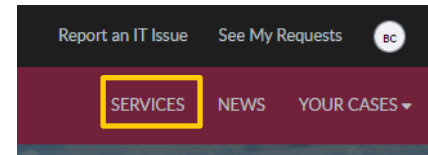
Or enter this code in your app: ZWZJLFC35EAWQZHQH0UJIC

Enter the code generated by the Authenticator app below

6-digit verification code
XXXX-XXXX

Pair device and Login

- 8 Submit Health Plan Hearing Requests.



FAQs

- **How do I log in?**
 - To access the AHCCCS Solutions Center, navigate to <https://servicenow.azahcccs.gov/gsp>. On the top right corner of the screen, select “Create an Account”, then select “Health Plan”. You will need your Health Plan organization’s registration code. This is a code provided to the Master Account Holder within your Health Plan organization who serves as the primary point of contact between your health plan organization and AHCCCS.
 - Once you have created the account, you will receive a confirmation email with account credentials. Use those credentials to login. You will be asked to change your password and set up multi-factor authentication (MFA).
- **Is this login different from AHCCCS Online and APEP?**
 - Yes, this will allow you to submit various service requests to AHCCCS.
- **What can I do on the AHCCCS Solutions Center?**
 - Currently, you can submit Health Plan Hearing Requests to the Office of General Counsel (OGC). You can also report an IT issue.
- **What email should I use to set up my account?**
 - Use an individual email (ideally a personal email account) that you have the ability to check easily. It does not have to be the same email that you use for your AHCCCS Online or APEP accounts.
- **How do I get help from tech support?**
 - On the top right corner of the AHCCCS Solutions Center home page, click “Report an IT Issue”

Learning Objectives

This comprehensive user guide will help you:



- Navigate the AHCCCS Solutions Center homepage



- Create, confirm & update an account







- View the menu of services available to you



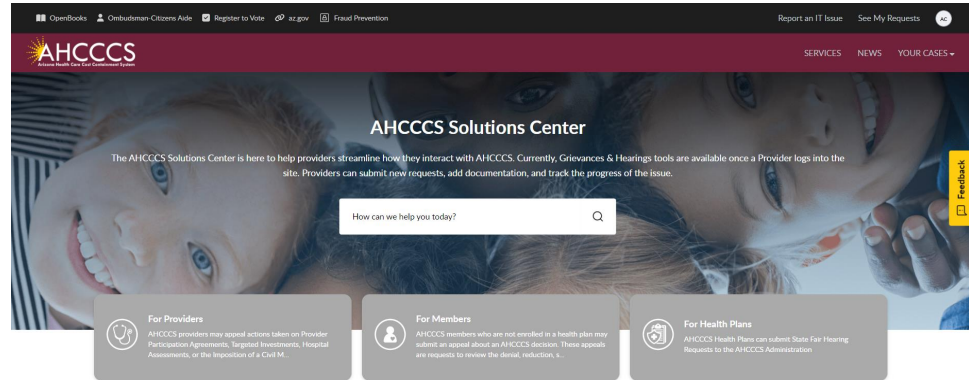
- View your requests

Contents

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What is the AHCCCS Solutions Center?

- The AHCCCS Solution Center is the website where AHCCCS's customers (Providers, Health Plans, and Members) can submit requests via AHCCCS's ServiceNow instance.
- Some content and functions are open to everyone. Other content is either accessible or not, depending on the user's permissions within the AHCCCS Solutions Center, therefore, you may need to create an account to access certain options.



Everyone sees general news and helpful articles.

Everyone can report an IT Issue.

Providers see provider options.

Members see member options.

Health Plans see health plan options.

Navigation



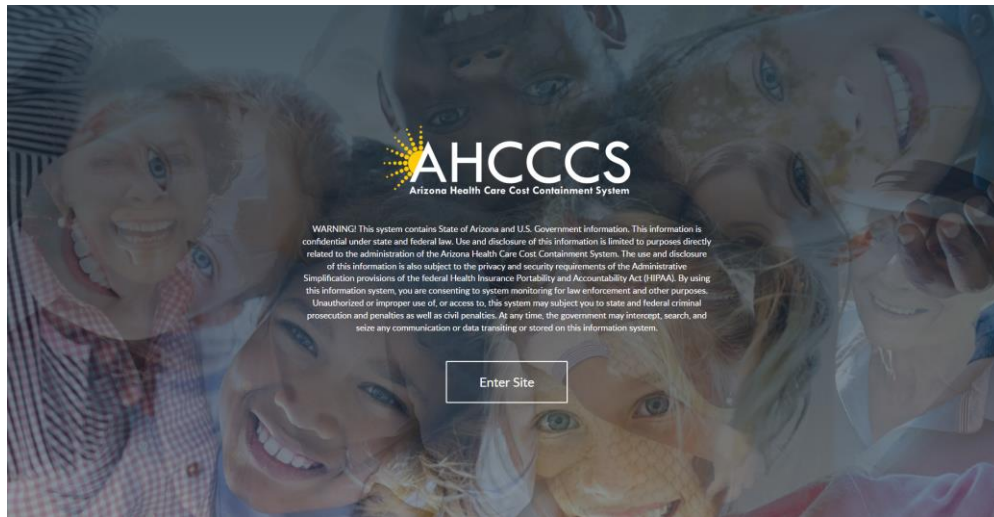
Website Address

Link to the AHCCCS Solutions Center:

<https://servicenow.azahcccs.gov/gsp>

Anyone (Providers, Health Plans, Members, the general public) can access the website. Certain content is only accessible to individuals logged in as a specific audience.

This disclosure message will appear when you first access the site.



Home Page Orientation - 1

AZ quick links

Get IT help

Check request status

The screenshot shows the AHCCCS Solutions Center website. At the top, there is a navigation bar with several links. A yellow box highlights the 'AZ quick links' section, which includes: OpenBooks, Ombudsman-Citizens Aide, Register to Vote, az.gov, and Fraud Prevention. Another yellow box highlights the 'Get IT help' section, which includes: Report an IT Issue. A third yellow box highlights the 'Check request status' section, which includes: See My Requests and a user profile icon labeled 'AC'. Below the navigation bar is the AHCCCS logo and the text 'Arizona Health Care Cost Containment System'. To the right of the logo are links for SERVICES, NEWS, and YOUR CASES. The main content area features a large background image of a smiling child and a woman. The heading 'AHCCCS Solutions Center' is centered. Below the heading is a paragraph: 'The AHCCCS Solutions Center is here to help providers streamline how they interact with AHCCCS. Currently, Grievances & Hearings tools are available once a Provider logs into the site. Providers can submit new requests, add documentation, and track the progress of the issue.' Below this paragraph is a search bar with the placeholder text 'How can we help you today?' and a magnifying glass icon. On the right side of the page, there is a yellow 'Feedback' button. At the bottom, there are three grey boxes with icons and text: 'For Providers' (stethoscope icon), 'For Members' (person icon), and 'For Health Plans' (gavel icon).

OpenBooks Ombudsman-Citizens Aide Register to Vote az.gov Fraud Prevention

Report an IT Issue See My Requests AC

AHCCCS
Arizona Health Care Cost Containment System

SERVICES NEWS YOUR CASES

AHCCCS Solutions Center

The AHCCCS Solutions Center is here to help providers streamline how they interact with AHCCCS. Currently, Grievances & Hearings tools are available once a Provider logs into the site. Providers can submit new requests, add documentation, and track the progress of the issue.

How can we help you today? 🔍

Feedback

For Providers
AHCCCS providers may appeal actions taken on Provider Participation Agreements, Targeted Investments, Hospital Assessments, or the Imposition of a Civil M...

For Members
AHCCCS members who are not enrolled in a health plan may submit an appeal about an AHCCCS decision. These appeals are requests to review the denial, reduction, s...

For Health Plans
AHCCCS Health Plans can submit State Fair Hearing Requests to the AHCCCS Administration

Home Page Orientation - 2

Login if you are logged out; If you are logged in, update your profile settings and logout

The screenshot shows the AHCCCS Solutions Center home page. At the top left, there are links for 'OpenBooks' and 'Ombudsman-Citizen'. The AHCCCS logo is prominently displayed. A search bar in the center asks 'How can we help you today?'. Below the search bar are three main service categories: 'For Providers', 'For Members', and 'For Health Plans'. The top right navigation bar includes 'Report an IT Issue', 'See My Request', and a user profile icon labeled 'AC'. A 'YOUR CASES' dropdown menu is also visible. A 'Feedback' button is located on the right side of the page.

Return to the portal home page

Check your request status

Home Page Orientation - 3

The screenshot shows the AHCCCS website home page. At the top, there is a navigation bar with links for 'OpenBooks', 'Ombudsman-Citizens Aide', 'Register to Vote', 'az.gov', and 'Fraud Prevention'. On the right side of the navigation bar, there are links for 'Report an IT Issue', 'See My Requests', and a user profile icon labeled 'AC'. Below the navigation bar is a dark red header with the AHCCCS logo on the left and 'SERVICES', 'NEWS', and 'YOUR CASES' on the right. The 'NEWS' link is highlighted with a yellow box. The main content area features a large background image of a smiling woman. Overlaid on this image is a white search bar with the text 'How can we help you today?' and a magnifying glass icon. A yellow box highlights the search bar. To the right of the search bar, there is a yellow box containing a 'Feedback' button with a speech bubble icon. Below the main content area, there are three grey boxes with icons and text: 'For Providers' (stethoscope icon), 'For Members' (person icon), and 'For Health Plans' (cross icon). A white text box on the left side of the page contains the text: 'Search for your requests and services when you are logged in; the search bar will not appear if you are logged out.'

Read the latest news

Share feedback with AHCCCS

Home Page Orientation - 4

Access services specific to your needs, based on your account type and whether you are logged in or not; boxes will appear blue when you have access.

OpenBooks Ombudsman-Citizens Aide Register to Vote az.gov Fraud Prevention Report an IT Issue See My Requests VF

SERVICES NEWS YOUR CASES

AHCCCS Solutions Center

ons Center is here to help providers streamline how they interact with AHCCCS. Currently, Grievances & Hearings tools are available once a Provider logs into the site. Providers can submit new requests, add documentation, and track the progress of the issue.

How can we help you today?

For Providers
AHCCCS providers may appeal actions taken on Provider Participation Agreements, Targeted Investments, Hospital Assessments, or the Imposition of a Civil M...

For Members
AHCCCS members who are not enrolled in a health plan may submit an appeal about an AHCCCS decision. These appeals are requests to review the denial, reduction, s...

For Health Plans
AHCCCS Health Plans can submit State Fair Hearing Requests to the AHCCCS Administration

Feedback

Access services specific to your needs, based on your account type and whether you are logged in or not

Home Page Orientation - 5

Scroll down to...

News

[Browse all News](#)



How does AHCCCS Investigate fraud, waste and abuse

The Office of Inspector General (OIG) is responsible for the integrity of the AHCCCS budget, nearly \$22 billion in State Fiscal Year 2023. It exists to prevent, detect, and recover improper payments due to Medicaid fraud, waste, and abuse.

[Read more](#)



Read the
latest news

[Feedback](#)

Quick Links



Quality of Care Reporting



Am I Eligible for Medicaid



AHCCCS Online Portal



Apply for Medicaid (HEAPlus)



AHCCCS News



AHCCCS.gov



AHCCCS Provider Enrollment Portal

Follow
links to
key
websites

Home Page Orientation - 6

Keep scrolling to...



Apply for Medicaid (HEAPlus)



AHCCCS News



AHCCCS.gov



AHCCCS Provider Enrollment Portal

Read helpful articles

Helpful Articles

Why is the sky blue? Lorem Ipsum is simply dummy text of the printing and types...	This is a question? Lorem Ipsum is simply dummy text of the printing and types...	What is the AHCCCS Solutions Center? Lorem Ipsum is simply dummy text of the printing and types...	What is a grievance and who can file a grievance? Lorem Ipsum is simply dummy text of the printing and types...
Why do I need to create an account? Lorem Ipsum is simply dummy text of the printing and types...	What is a Health Plan? Lorem Ipsum is simply dummy text of the printing and types...	Lorem Ipsum Lorem Ipsum is simply dummy text of the printing and types...	What is a provider claims dispute? Lorem Ipsum is simply dummy text of the printing and types...

Feedback

Learn about AHCCCS

Policies
AHCCCS Privacy Policy
Accessibility Policy

About
Contact Us

Follow AHCCCS on social media



Create an account



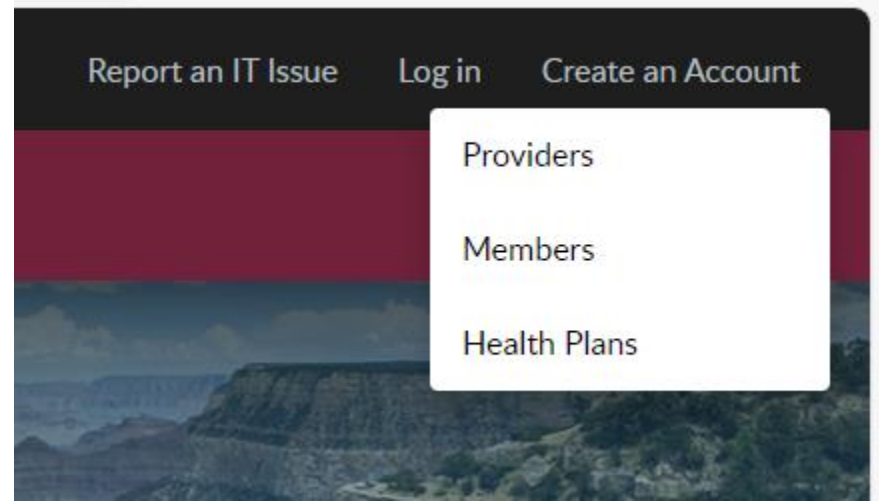
Website Address

Link to the AHCCCS Solutions Center:

<https://servicenow.azahcccs.gov/gsp>

Anyone (Providers, Members, Health Plans) can access the website. You may need to create an account to access certain services.

To create an account, navigate to the top right corner of the site and click “**Create an Account**”. Then select the appropriate account type for you: Providers, Members, Health Plans



Creating Accounts – Email

Regardless of the type of account you set up, you will be asked to provide an email address to associate with the account. This email address serves as a unique identifier linking you to the account and to your requests. Use an email address that:

- Is individual to you personally. **Do not use a group email.**
- Ideally, is a personal email vs a work email, so that you can transition your account easily if you switch jobs.
- Is an email you where can receive and check for automated messages regarding your account and requests. For example, you will receive an email at this address with instructions regarding account set up.
- Is an email you can receive requests from a with Multi-factor Authentication app (Ex: verification code)

NOTE: You do **not** have to use the same email as your AHCCCS Online or APEP accounts.



What email should I use?

Creating Accounts – Health Plans

You will be asked to confirm whether you know the Health Plan organization's registration code. This is a code provided to the Master Account Holder within your Health Plan organization who serves as the primary point of contact between your health plan organization and AHCCCS.

If you do not have the Health Plan organizations registration code, you will be asked to request it in order to create an account.

Create an Account

Do you know your Health Plan organization's registration code?

Please reach out to your Health Plan organization and ask for your registration code so you can create an account

Next

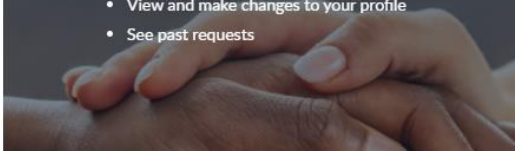
Benefits of creating an account

Personalized experience

- Quickly request services that are available to you
- Track progress of your request
- Add additional information to your request

Manage your account

- View and make changes to your profile
- See past requests



Creating Accounts – Health Plans

Once you confirm you have the registration code, you will be asked to enter:


- Your name
- The email address you would like to be associated with this account and receive relevant notifications.
- Your phone number
- Your Health Plan organization's registration code
- Your street address

[← Back](#)

Create a Health Plan Account

<input type="text" value="First Name *"/>	<input type="text" value="Last Name *"/>	
<input type="text" value="Email Address *"/>	<input type="text" value="Phone"/>	
<input type="text" value="Registration Code *"/>	<input type="text" value="Street *"/>	
<input type="text" value="City *"/>	<input type="text" value="State *"/>	<input type="text" value="Zip *"/>

I agree to the [Privacy Policy](#) and Community [Terms & Conditions](#)

I'm not a robot 
reCAPTCHA
Privacy · Terms

[Create Account](#)

Already have an account? [Log in](#)

Confirm your account



Email Confirmation

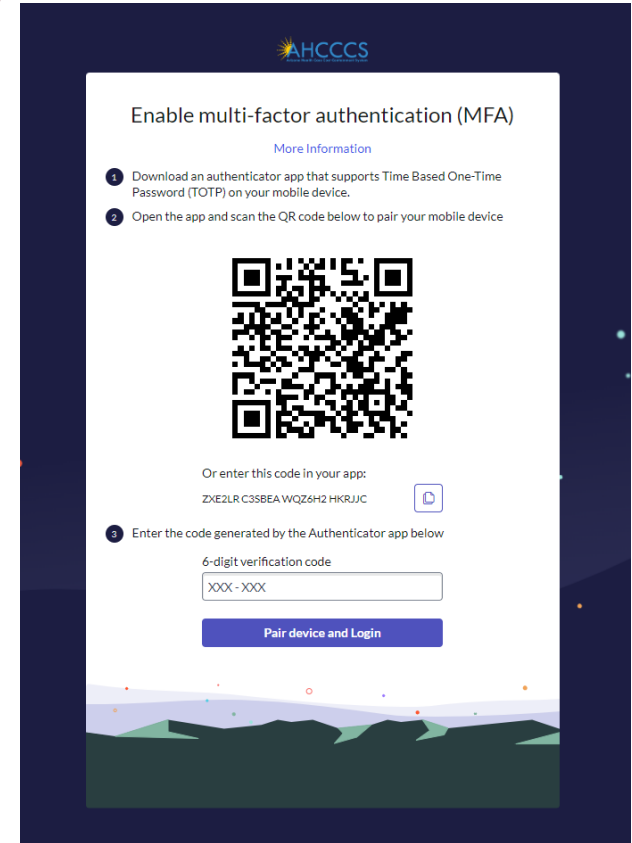
Once you have submitted the required information, you'll get an email from **IT Service Desk**, ahcccsprod@servicenowservices.com with account credentials and be directed to use those to login to the AHCCCS Solutions Center.

Once you log in, you'll be prompted to change your password and enable multi-factor authentication (MFA).



Multi-factor Authentication (MFA)

Follow the steps to enable multi-factor authentication (MFA). You can use any authenticator app (Microsoft, Google, etc).



The screenshot shows the AHCCCS website interface for enabling Multi-Factor Authentication (MFA). At the top, the AHCCCS logo is visible. The main heading is "Enable multi-factor authentication (MFA)". Below this, there is a link for "More Information". The instructions are as follows:

- 1 Download an authenticator app that supports Time Based One-Time Password (TOTP) on your mobile device.
- 2 Open the app and scan the QR code below to pair your mobile device

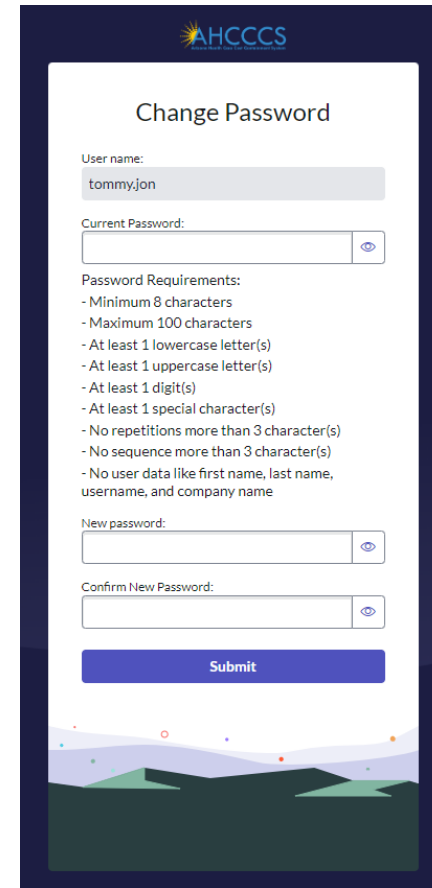
A large QR code is displayed in the center. Below the QR code, the text reads "Or enter this code in your app:" followed by the alphanumeric code "ZXE2LR C3SBEA WQZ6H2 HKRJJC" and a copy icon. A third instruction is provided:

- 3 Enter the code generated by the Authenticator app below

Below this instruction is a text input field labeled "6-digit verification code" with the placeholder "XXX - XXX". At the bottom of the form is a blue button labeled "Pair device and Login". The background of the page features a stylized landscape with mountains and a sun.

Change your password

Once you login initially, you will be prompted to change your password.

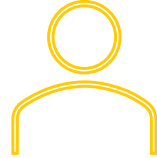


The screenshot shows a web form titled "Change Password" for AHCCCS. The form is set against a dark blue background with the AHCCCS logo at the top. The form fields are as follows:

- User name:** A text input field containing "tommy.jon".
- Current Password:** A text input field with a toggle icon on the right.
- Password Requirements:** A list of rules:
 - Minimum 8 characters
 - Maximum 100 characters
 - At least 1 lowercase letter(s)
 - At least 1 uppercase letter(s)
 - At least 1 digit(s)
 - At least 1 special character(s)
 - No repetitions more than 3 character(s)
 - No sequence more than 3 character(s)
 - No user data like first name, last name, username, and company name
- New password:** A text input field with a toggle icon on the right.
- Confirm New Password:** A text input field with a toggle icon on the right.
- Submit:** A blue button with the text "Submit".

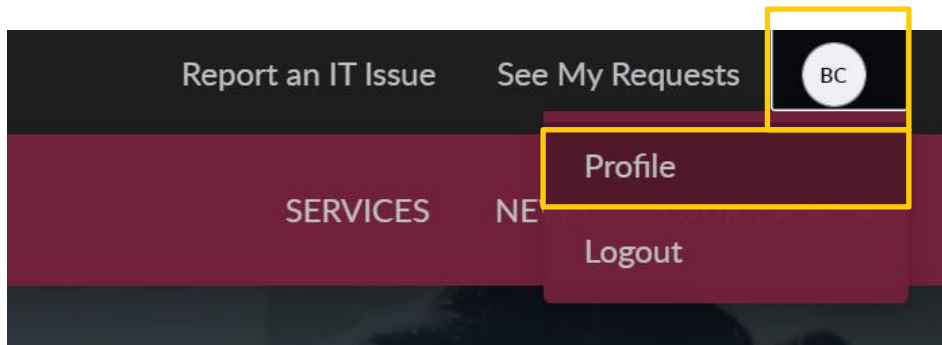
At the bottom of the form, there is a decorative graphic of a landscape with green hills and a purple sky with colorful dots.

Update your account Profile



Profile Orientation - 1

When you are logged in, go to the top right corner of the homepage to select the round icon with your initials. You will have the option to view your Profile.



Profile Orientation - 2

You can complete your profile by uploading a picture, adding a title and bio. Select “Empty” to add your title and bio; then click “Save”.

My Support Profile

The screenshot displays the 'My Support Profile' interface. On the left, a circular profile picture placeholder contains a black person icon, with a yellow-bordered 'Upload Picture' button below it. To the right, the name 'Ben Chang' is displayed above two input fields: 'Title (Empty)' and 'Bio (Empty)', both highlighted with yellow boxes. A modal dialog is open in the foreground, showing a 'Title' input field and two buttons: 'Cancel' and 'Save' (highlighted with a yellow border).

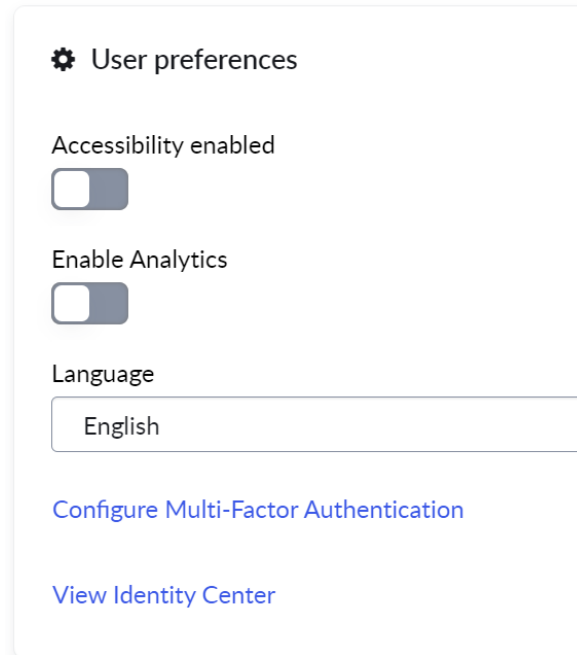
Profile Orientation - 3

You can update your contact information by clicking on a field, making the change, and then clicking “Save”.

The image displays two screenshots of a user profile 'About' page. The left screenshot shows the 'About' section with fields for First name (Ben), Last name (Chang), Email (benchang@test.com), Business phone (1231231231), Mobile phone, Notification (Enable), and User ID (benchang@test.com). The 'Email' field is highlighted with a yellow box. The right screenshot shows the same 'About' section, but with a modal dialog open for updating the email. The modal dialog has a title '* Email', a text input field containing 'benchang@test.com', a confirmation icon (envelope), and two buttons: 'Cancel' and 'Save'. The 'Save' button is highlighted with a yellow box.

Profile Orientation - 4

You can update your user preferences as desired.

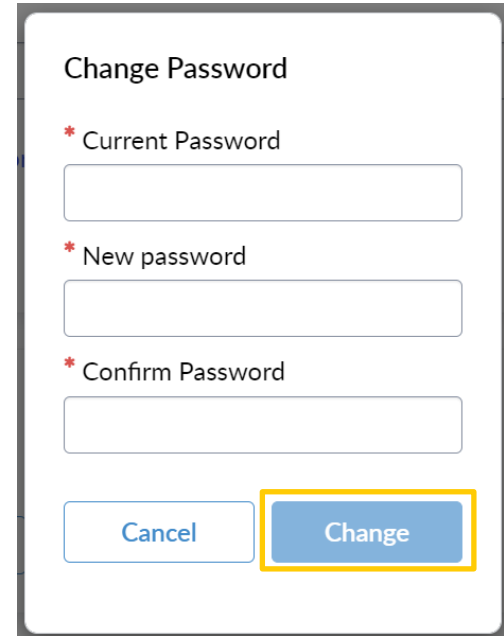
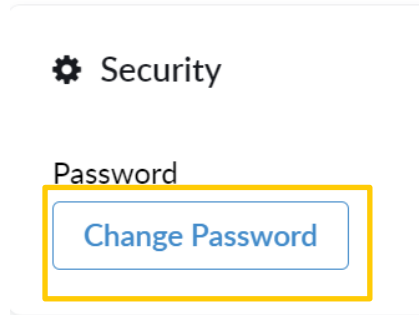


The screenshot shows a settings menu titled "User preferences" with a gear icon. It contains three toggle switches: "Accessibility enabled" (turned on), "Enable Analytics" (turned off), and "Language" (set to "English"). Below the toggles are two blue links: "Configure Multi-Factor Authentication" and "View Identity Center".

- ⚙️ User preferences
 - Accessibility enabled
 - Enable Analytics
 - Language: English
 - [Configure Multi-Factor Authentication](#)
 - [View Identity Center](#)

Profile Orientation - 4

You can change your password by clicking “Change Password” then entering the required information and clicking “Change”.



View your menu of Services



Website Address

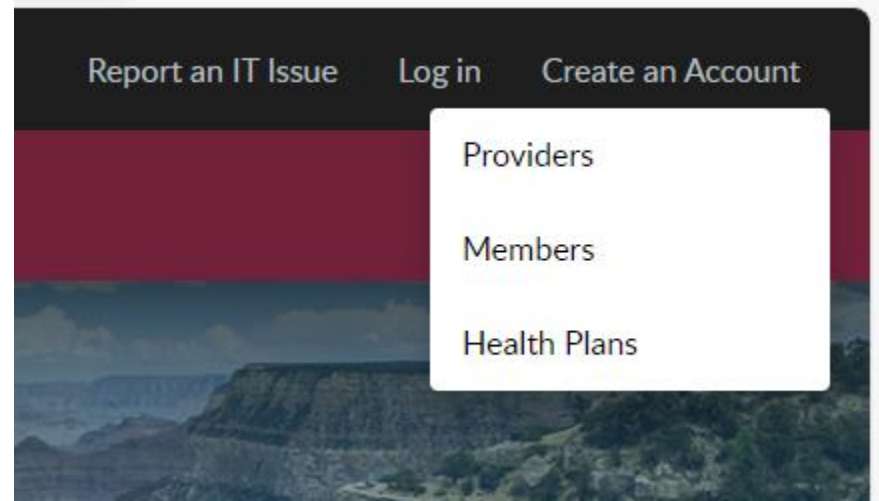
Link to the AHCCCS Solutions Center:

<https://servicenow.azahcccs.gov/gsp>

Anyone (Providers, Members, Health Plans) can access the website.

In order to see the menu of services available to you, you need to first create an account that identifies you as a provider, health plan, or member.

Then, once you are logged in, you can click “Services” or the appropriate box on the home page to see the menu of services that apply to you.



Two Avenues to Services on the Home Page

Follow the blue boxes to access services specific to your needs

The screenshot shows the AHCCCS Solutions Center homepage. At the top, there is a navigation bar with links for OpenBooks, Ombudsman-Citizens Aide, Register to Vote, az.gov, and Fraud Prevention. On the right side of the navigation bar, there are links for Report an IT Issue, See My Requests, and a user profile icon (VF). The AHCCCS logo is on the left. A yellow box highlights the 'SERVICES' link in the top navigation bar. Below the navigation bar, the main heading is 'AHCCCS Solutions Center'. A sub-heading reads: 'The AHCCCS Solutions Center is here to help providers streamline how they interact with AHCCCS. Currently, Grievances & Hearings tools are available once a Provider logs into the site. Providers can submit new requests, add documentation, and track the progress of the issue.' Below this is a search bar with the text 'How can we help you today?' and a magnifying glass icon. A yellow box highlights the search bar. At the bottom, there are three service categories: 'For Providers' (grey box), 'For Members' (grey box), and 'For Health Plans' (blue box). A yellow box highlights the 'For Health Plans' category. On the right side of the page, there is a yellow 'Feedback' button.

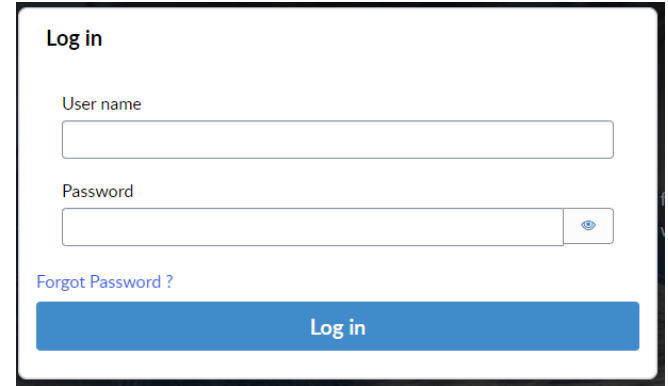
Click “Services” to access services specific to your needs

Log-in Prompt

When you are not logged in and try to access part of the portal that requires a log-in, you will see this prompt asking for your login information.

The login information should be specific to the AHCCCS Solutions Center – this is different from AHCCCS Online and APEP.

NOTE: AHCCCS Call Center staff do not have Provider access and therefore cannot view, access, or submit requests on behalf of Health Plans.

A screenshot of a web login form. The form is titled "Log in" in the top left corner. It contains two input fields: "User name" and "Password". The "Password" field has a small eye icon on the right side, indicating a toggle for password visibility. Below the input fields is a link that says "Forgot Password?". At the bottom of the form is a blue button with the text "Log in" in white.

Health Plan Services

Health Plan account holders can currently access the following services:

Tech Support



Report an IT Issue

Please use this form to report any AHCCCS IT related issues you are experiencing

Hearings and Appeals



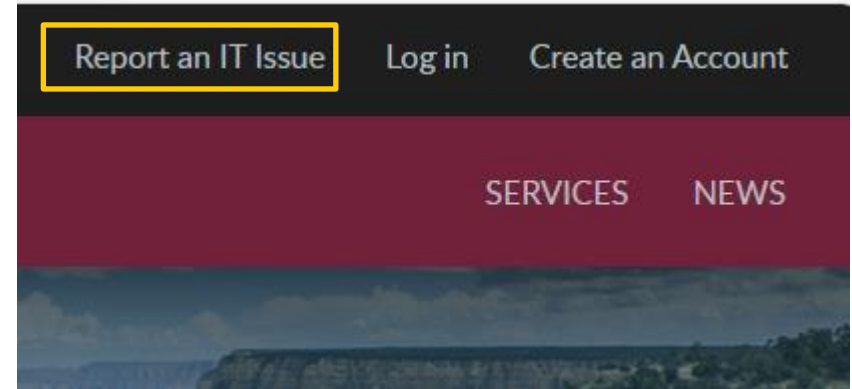
Health Plan Hearing Request

Use this form to submit Health Plan Hearing Request

Report an IT Issue

All Provider types can report an IT Issue by clicking on “Report an IT Issue” on the home page.

You have this ability whether you are logged in or logged out of the AHCCCS Solutions Center, regardless of if you have created an account or not.



Report an IT Issue

To report any AHCCCS IT related issue, complete the information requested and press submit.


As with all requests, you can go to “Your Cases” or “See My Requests” on the homepage to track the status of the case.



Report an IT Issue
Please use this form to report any AHCCCS IT related issues you are experiencing

Use this form to report any AHCCCS IT related issues you are experiencing

* Indicates required


Urgency 

-- None --


* Category

-- None --


* Contact Email

* External Callback Number 

Please enter a 10-digit phone number containing only numbers. ✕

* Please describe your issue below 

Please confirm the Captcha below to proceed

I'm not a robot 

reCAPTCHA
Privacy Terms

Submit

Health Plan Hearing Request

This section walks through how to submit a Health Plan Hearing Request via the AHCCCS Solutions Center.

Hearings and Appeals



Health Plan Hearing Request

Use this form to submit Health Plan Hearing Request

Health Plan Hearing Request

The description at the top of the intake form lists the documents that must be attached before submitting.

Health Plan Hearing Request

Use this form to submit Health Plan Hearing Request

Health plans may submit a managed care appeal on behalf of an enrolled member or provider when the member or provider disagrees with the health plan's decision after the initial appeal.

Note: Hearing requests shall be submitted with the following:

- Notice of Appeal Resolution or Notice of Decision
- Appeal or Claim Dispute
- Notice of Action for member Appeals
- Signed Appointment of Representative for member Appeals

Health Plan Hearing Request

Identify if you are requesting a member hearing or provider hearing. The information required to submit the form will change based on your response.

* Indicates required

Is this request for a member hearing or provider hearing?

Provider

|

Member

Provider

Health Plan Hearing Requests

If you select “**Member Hearing**”, complete the member information.

* Indicates required

Is this request for a member hearing or provider hearing?

* First Name

AHCCCS ID

* Last Name

DOB

* Street

* Email 

* City

* Phone number

* State

* Zip Code

Health Plan Hearing Requests

If you select “**Member Hearing**”, check the boxes if they apply:

Options

- Representation Required?
- Expedited Member Appeal?

Health Plan Hearing Requests

If you select “**Member Hearing**”, if “**Representation Required**” applies, complete the information for the Member Representative:

Options

- Representation Required?
- Expedited Member Appeal?

Member Representative :

* First Name

* Last Name

* DOB

* Street

* City

AHCCCS ID

* Email 

* Phone Number

* State

* Zip Code

Health Plan Hearing Requests

If you select “**Member Hearing**”, if “**Expedited Member Appeal**” applies, confirm that your request meets the 3 required conditions:

ahcccsdev.servicenowservices.com says

When one or more of 3 conditions exist the contractor shall request an appeal be expedited:

1. The contractor receives a request for an appeal from an enrollee and the contractor determines that taking the time for a standard resolution could seriously jeopardize the enrollee's life or health, or ability to attain, maintain, or regain maximum function.
2. The contractor receives a request for an expedited appeal from an enrollee supported with documentation from the provider that taking the time for a standard resolution could seriously jeopardize the enrollee's life or health, or ability to attain, maintain, or regain

OK

ahcccsdev.servicenowservices.com says

enrollee supported with documentation from the provider that taking the time for a standard resolution could seriously jeopardize the enrollee's life or health, or ability to attain, maintain, or regain maximum function.

3. The contractor receives a request for an expedited appeal directly from a provider, with the enrollee's written consent, and the provider indicates that taking the time for a standard resolution could seriously jeopardize the enrollee's life or health, or ability to attain, maintain, or regain maximum function.

Reference: Ariz. Admin. Code § 9-34-214

OK

Billed Amount

Health Plan Hearing Requests

If you select “**Member Hearing**”, complete the Dispute Information section.

Dispute Information

*Health Plan Contractor Dispute Number

Date Request for Hearing Received ⓘ

Date of Service Start ⓘ

Date of Service End ⓘ

Dispute Issue Category ⓘ

Billed Amount


*Issue to be Heard at Hearing ⓘ

*Legal Citation ⓘ

*Date of Decision ⓘ

Please confirm the Captcha below to proceed

 I'm not a robot 
reCAPTCHA
Privacy - Terms

Health Plan Hearing Requests

If you select “**Provider Hearing**”, complete the Provider and Member information:

Provider Information

*Tax Identification Type

Member Information

*First Name

*AHCCCS Member ID

Representation required?



- None --
- Provider
- Provider Organizations

*Last Name

Email

Health Plan Hearing Requests

If you select “**Provider Hearing**”, and the Provider requires representation, check the box next to “**Representation required?**” to complete the Provider Representative contact information.

Representation required?

Representation required?

Provider Company/Law Firm :

Company/Law Firm

Provider Representative :

*First Name

*Email 

Use a unique email address

*Last Name

*Phone Number

*Street

*State

*City

*Zip Code

Health Plan Hearing Requests

If you select “**Provider Hearing**”, complete the Dispute Information.

Dispute Information

*Health Plan Contractor Dispute Number

*Date Request for Hearing Received 

*Date of Service Start 

*Date of Service End 

*Dispute Issue Category 

*Billed Amount


*Issue to be Heard at Hearing 

*Legal Citation 

*Date of Decision 

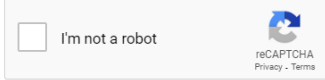
Please confirm the Captcha below to proceed

 I'm not a robot  [reCAPTCHA](#)
[Privacy](#) - [Terms](#)


Health Plan Hearing Requests

If you select “**Provider Hearing**” or “**Member Hearing**”, click the paper clip on the bottom right corner to attach the required forms.

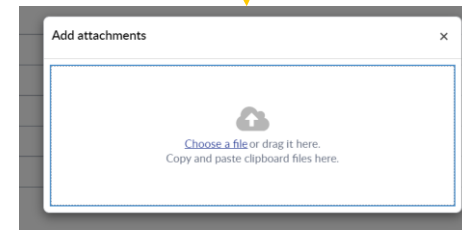
Please confirm the Captcha below to proceed



Submit

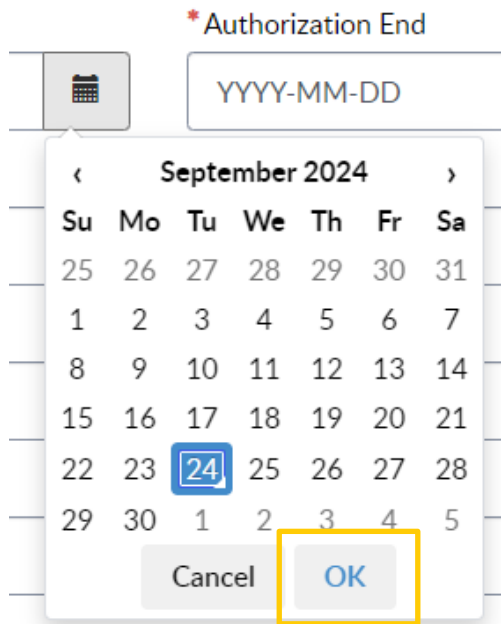
 * Add attachments

- Note:** Hearing requests shall be submitted with the following:
- Notice of Appeal Resolution or Notice of Decision
 - Appeal or Claim Dispute
 - Notice of Action for member Appeals
 - Signed Appointment of Representative for member Appeals



Health Plan Hearing Request - Tips

Be sure to select “OK” in order to submit a date. If your screen/window is small, you may have to scroll down to see the “OK” option.



Health Plan Hearing Request - Tips

Click the “?” icon to reveal the help text for each question.

* Dispute Issue Category ?

-- None --

* Issue to be Heard at Hearing ?

* Legal Citation ?

* Date of Decision ?

YYYY-MM-DD



* Dispute Issue Category ?

Select the category for this dispute from the menu options ✕

-- None --

* Issue to be Heard at Hearing ?

Reason for the hearing request ✕

* Legal Citation ?

What are the legal grounds for not upholding the decision? ✕

* Date of Decision ?

Date decision letter was issued ✕

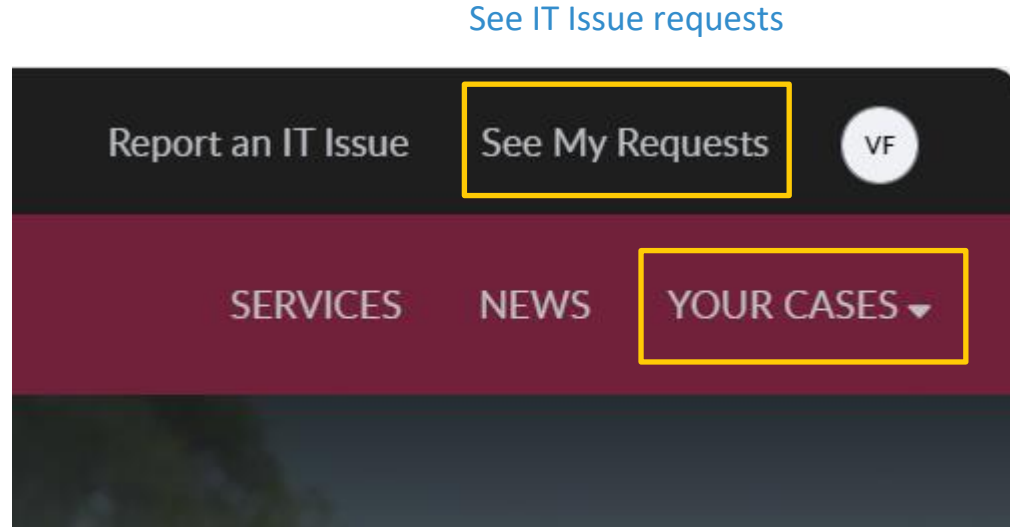
YYYY-MM-DD

View your requests



Real-time Status for Customers

From the AHCCCS Solutions Center, customers will be able to see the status of their business requests (cases) by clicking on “**Your Cases**”. They will be able to see the status of their IT issue requests by clicking “**See My Requests**”.



Real-time Status for Customers

Customers can view all of the requests (cases) they have submitted, see relevant details, and check the status via the “State” column.

They can also click into the active cases and see more details about the case.

Filter By

Select Business ▾

Select Provider ▾

Select State ▾

Select Priority ▾

Government Service Cases (3)

Number	Description	Business	Provider	State	Priority	Opened	Updated
PRV0001559	Provider Appeal			Draft	4 - Low	2024-09-23 02:16:50 PM	2024-09-23 02:16:51 PM
PRV0001558	Provider Appeal			New	4 - Low	2024-09-23 02:01:44 PM	2024-09-23 02:07:45 PM
PRV0001560	Provider Appeal			Draft	4 - Low	2024-09-23 02:31:24 PM	2024-09-23 02:31:26 PM

Showing 1-3 of 3

Real-time Status for Customers

Below are the various status options that displayed the “State” column and the stages they occur during the workflow process.



Beginning

- Draft
- Open
- New



Middle

- Work in Progress
- Awaiting Info
- Inspection in progress
- Work Assignment in Progress
- Ready for Decision



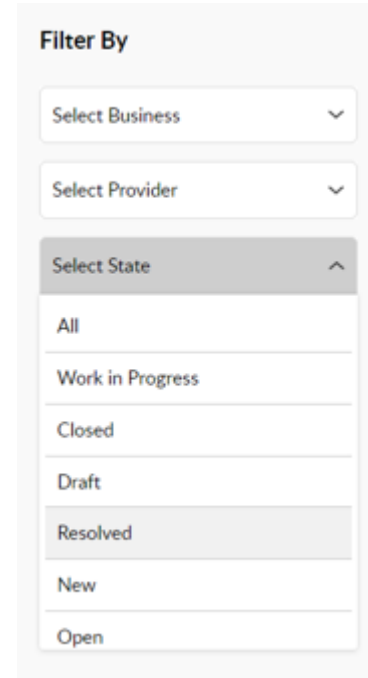
End

- Cancelled
- Closed
- Resolved

Real-time Status for Customers

Customers can select the down arrows in the “Filter By” section to select the specific type of requests to display.

For example, a Provider Representative may filter by “Provider” to view the requests submitted on behalf of a specific provider that are resolved.



Filter By

Select Business ▼

Select Provider ▼

Select State ▲

- All
- Work in Progress
- Closed
- Draft
- Resolved
- New
- Open