

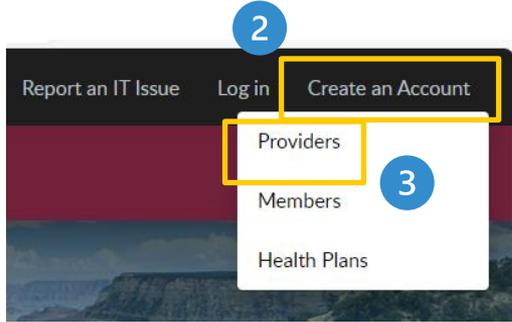


AHCCCS Solutions Center – Provider Guidance

General User Guide for Providers
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: tommyj@on

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: ZKZJL6 C35EAWQZ493 H90JIC

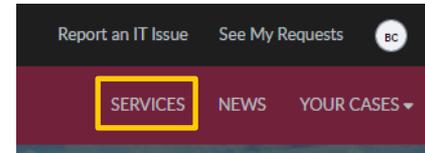
- 1 Enter the code generated by the Authenticator app below

6-digit verification code

XXXX-XXXX

Pair device and Login

- 8 Submit FFS Provider Claims Disputes and Provider Service Appeals.



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 “Provider”. You can create an account as a Provider Representative (biller, coder, etc.) or as the rendering/servicing provider. By using your employer’s AHCCCS Provider ID and Tax ID to create the account, you will be able to access services specific to registered providers.
 - 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 FFS Provider Claim Disputes and Provider Service Appeals 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



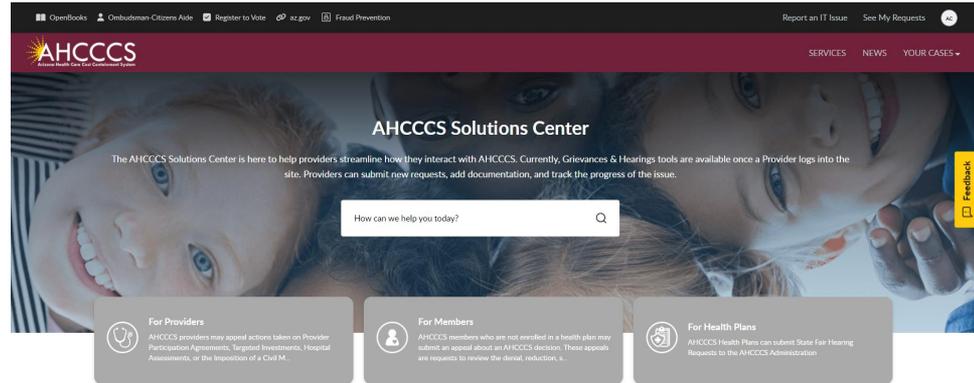
- View your requests

Contents

	Section	Slide Numbers
	<u>What is AHCCCS Solution Center?</u>	4
	<u>Homepage Navigation</u>	7 - 14
	<u>Creating an Account</u>	15 - 28
	<u>Confirming your Account</u>	29 - 32
	<u>Updating your Profile</u>	33 - 38
	<u>View the menu of services available to you</u>	39 - 60
	<u>View your requests</u>	61 - 65

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.
- Content is accessible depending on the user's permissions within the AHCCCS Solutions Center, therefore, you should create an account to access information and services relevant to you.



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



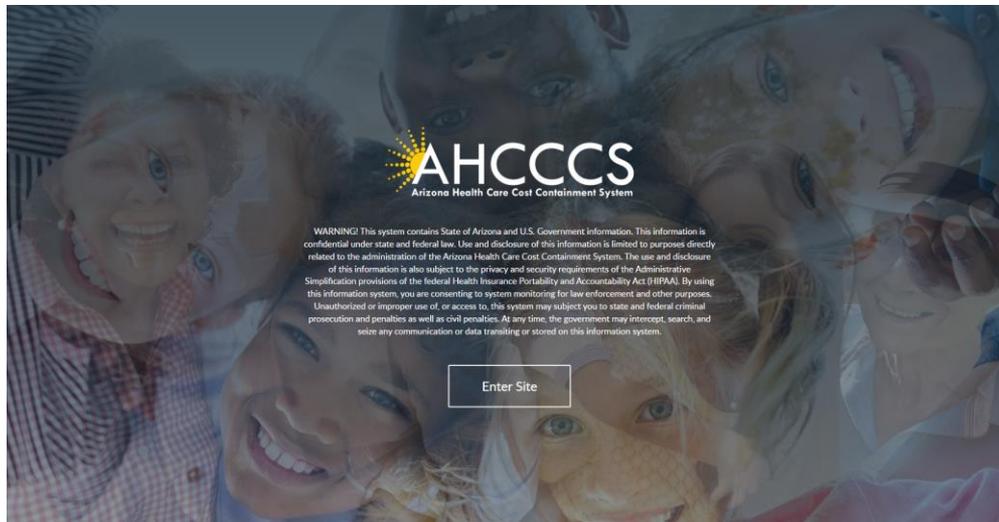
Website Address

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

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?

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

Home Page Orientation - 2

Account information: Login, logout, update profile

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 white callout box with a blue border points to the logo with the text 'Return to the portal home page'. In the top right navigation bar, there is a circular 'AC' icon highlighted with a yellow box. Below it, the 'YOUR CASES' dropdown menu is also highlighted with a yellow box. A white callout box with a blue border points to this menu with the text 'Check your request status'. The main content area features a search bar with the placeholder text 'How can we help you today?'. Below the search bar are three grey boxes with icons and text: 'For Providers' (stethoscope icon), 'For Members' (person icon), and 'For Health Plans' (pill icon). A yellow 'Feedback' button is located on the right side of the page.

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 BC

SERVICES NEWS YOUR CASES

AHCCCS Solutions Center

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

Feedback

Learn about AHCCCS

Policies
AHCCCS Privacy Policy
Accessibility Policy

About
Contact Us

Follow AHCCCS on social media



Create an account



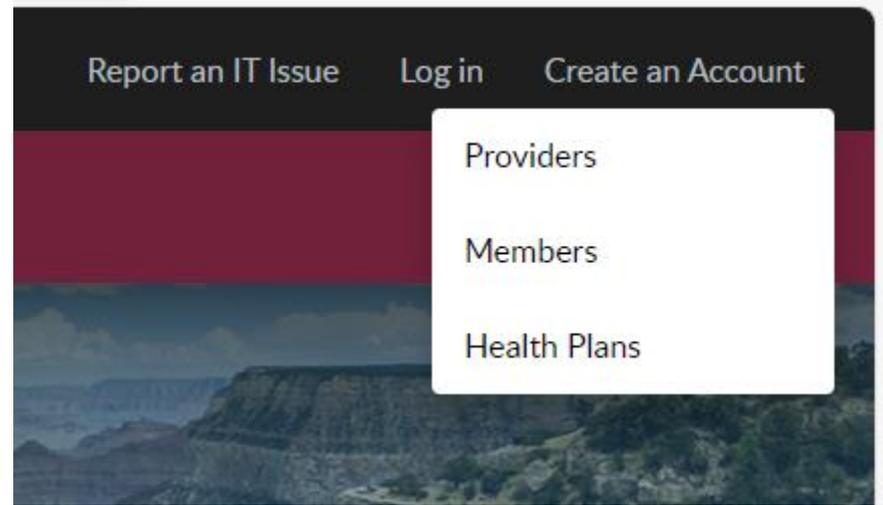
Website Address

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 - Providers

You will be asked two questions to set up your account:

1. Confirm whether you are the individual Rendering/Serviceing Provider or if you are representing the Provider.
2. Confirm your employer is registered with AHCCCS, meaning they have an AHCCCS Provider ID via APEP.

Regardless of your answers, you can create an account, however, your account will be slightly different based on the answers.

Create an Account

Provider

Are you the Rendering/Serviceing 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

AHCCCS Fee-For-Service Email List

Creating Accounts - Providers

Question 1: Are you the Rendering/Serviceing Provider?

Options:

I am the Rendering/Serviceing Provider

- Select this option to create a “Provider” account, with your individual AHCCCS Provider ID and associated contact identified as the primary account holder.
- Ex: If you are the actual individual servicing provider, or if you are the sole proprietor of a private practice

I represent the Provider

- Select this option to create a “Provider Representative” account, where your individual contact information is separate from the provider(s) you represent
- Ex: If you are a biller, coder, credentialist, attorney representing a provider, or any other healthcare professional seeking assistance on behalf of a provider, such as a group or facility
- You can serve as a provider representative to more than one provider, but you need to associate your account with a single employer

Create an Account

Provider

Are you the Rendering/Serviceing Provider?

--None--

--None--

I am the Rendering/Serviceing Provider

I represent the Provider

Creating Accounts - Providers

Question 2: Is your **employer** registered with AHCCCS?

Options:

Yes

- This means your employer has been enrolled with APEP and has an active AHCCCS Provider ID.
- When you provide the employer's AHCCCS Provider ID and the associated Tax ID Number, then you will be able to access service requests specific to registered providers
- You, as an individual, do not have to be enrolled; your employer does.

Is your employer registered with AHCCCS?

Creating Accounts - Providers

Question 2: Is your **employer** registered with AHCCCS?

Options:

No

- Use this option if your employer is not yet enrolled with APEP and does not have an AHCCCS Provider ID
- Ex: If you are seeking enrollment and need help with the Provider Enrollment process.
- Ex: If you are an attorney or biller working on behalf of a provider and not directly employed by the provider
- Options for Fee For Service Claim Disputes and Provider Appeals for the Office of General Counsel (OGC) will be available to providers regardless if their employer is registered with AHCCCS

Is your employer registered with AHCCCS?

--None--

--None--

Yes

No

Creating Accounts - Providers

We'll review all the account options based on the possible answers to the first two questions (shown in the image below) that start the provider registration process:

1. Rendering/Service Provider, with employer AHCCCS ID
 - a. Using your personal Provider AHCCCS ID
 - b. Without a personal Provider AHCCCS ID
2. Rendering/Service Provider, without employer AHCCCS ID
3. Provider Representative, with employer AHCCCS ID
4. Provider Representative, without employer AHCCCS ID

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

AHCCCS Fee-For-Service Email Lists

Creating Accounts – Providers

1. Rendering/Service Provider, with employer AHCCCS ID

You will be asked:

Do you have an AHCCCS ID assigned to yourself?

Yes

You can use your AHCCCS Provider ID to provide the associated contact information with the AHCCCS Solutions Center account you are creating.

No

You will be asked to input your contact information.

Create a Provider Account

Provider

Are you the Rendering/Service Provider?

I am the Rendering/Service Provider

Is your employer registered with AHCCCS?

Yes

Do you have an AHCCCS ID assigned to yourself? We can quickly build your profile from our records

--None--

--None--

Yes

No

NEXT

Creating Accounts – Providers

1.a: Rendering/Service Provider, with employer AHCCCS ID, with AHCCCS Provider ID assigned to self

When you select **yes**, to “Do you have an AHCCCS ID assigned to yourself?”

You will be asked to provide:

- Your employer’s AHCCCS ID
- Your employer’s Tax ID Number
- Your AHCCCS ID
- The email address you would like to be associated with this account and receive relevant notifications.
- Your phone number

Create a Provider Account

Employer's AHCCCS ID	Employer's Tax ID
Your AHCCCS ID	
Email Address *	Phone

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](#)

Creating Accounts – Providers

1.b: Rendering/Service Provider, with employer AHCCCS ID, without AHCCCS Provider ID assigned to self

When you select **no**, to “Do you have an AHCCCS ID assigned to yourself?”

You will be asked to provide:

- Your employer’s AHCCCS ID
- Your employer’s Tax ID Number
- Your name
- The email address you would like to be associated with this account and receive relevant notifications.
- Your phone number
- Your street address

Create a Provider Account

Employer's AHCCCS ID	Employer's Tax ID	
First Name *	Last Name *	
Email Address *	Phone	
Street *		
City *	State *	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](#)

Creating Accounts – Providers

2. Rendering/Service Provider, without employer AHCCCS ID

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 street address

This account will prevent you from seeing content and services that are exclusive to registered, APEP-enrolled Providers.

Create a Provider Account

First Name *	Last Name *	
Email Address *	Phone	
Street *		
City *	State *	Zip *

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

<input type="checkbox"/> I'm not a robot	 reCAPTCHA Privacy - Terms
--	---

Create Account

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

Creating Accounts – Providers

3. Provider Representative, with employer AHCCCS ID

You will be asked to enter:

- Your employer's AHCCCS ID
- Your employer's Tax ID Number

Create a Provider Representative Account

Employer's AHCCCS ID

Employer's Tax ID

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](#)

Creating Accounts – Providers

4. Provider Representative, without employer AHCCCS ID

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 street address

This account will prevent you from seeing content and services that are exclusive to registered, APEP-enrolled Providers.

Create a Provider Representative Account

First Name *	Last Name *	
Email Address *	Phone	
Street *		
City *	State *	Zip *

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

<input type="checkbox"/> I'm not a robot	 reCAPTCHA Privacy - Terms
--	---

Create Account

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

Confirm your account



Email Confirmation

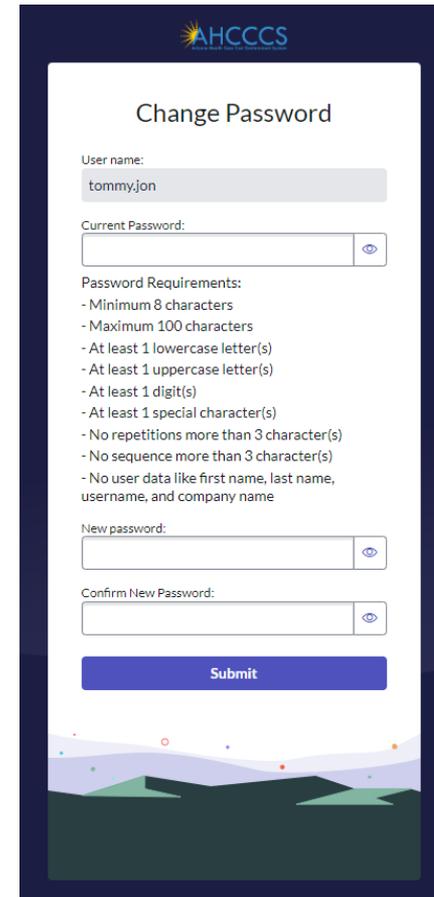
Once you have submitted the required information, you'll get an email from **IT Service Desk**, ahcccsprod@servicenowservices.com with account credentials and be directed to use those to login to the AHCCCS Solutions Center.

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



Change your password

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



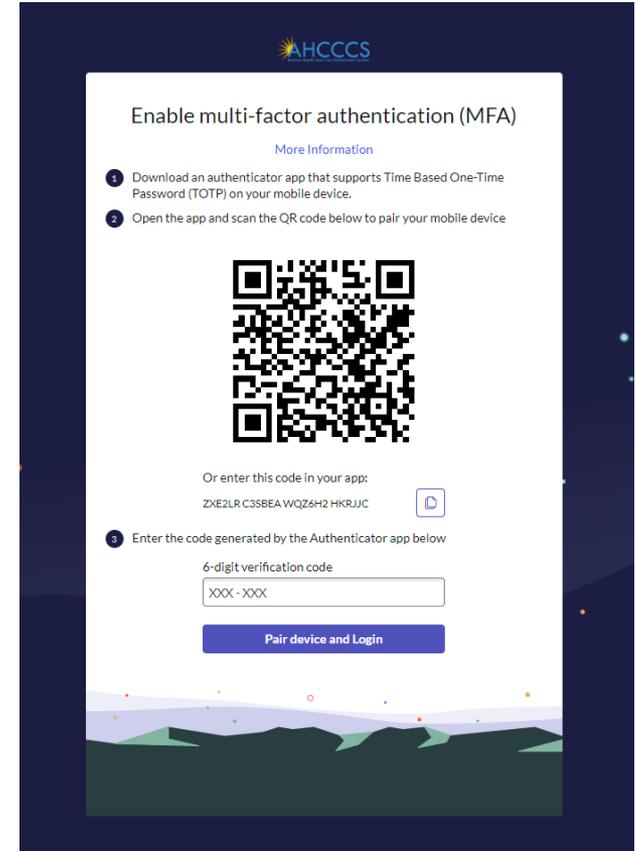
The screenshot shows a web form titled "Change Password" for AHCCCS. The form is set against a dark blue background with the AHCCCS logo at the top. The form fields include:

- 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 at the bottom of the form.

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

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

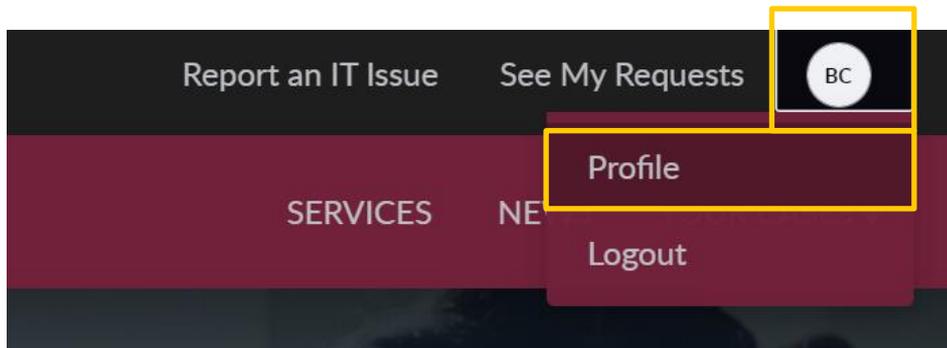
Below this instruction is a text input field labeled "6-digit verification code" with a placeholder "XXX - XXX". At the bottom of the form is a blue button labeled "Pair device and Login". The background of the page features a stylized landscape with mountains and a sun.

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 over the 'Title (Empty)' field, showing the name 'Ben Chang' at the top, the label 'Title' above an empty text input field, and 'Cancel' and 'Save' buttons at the bottom. The 'Save' button is highlighted with a yellow border.

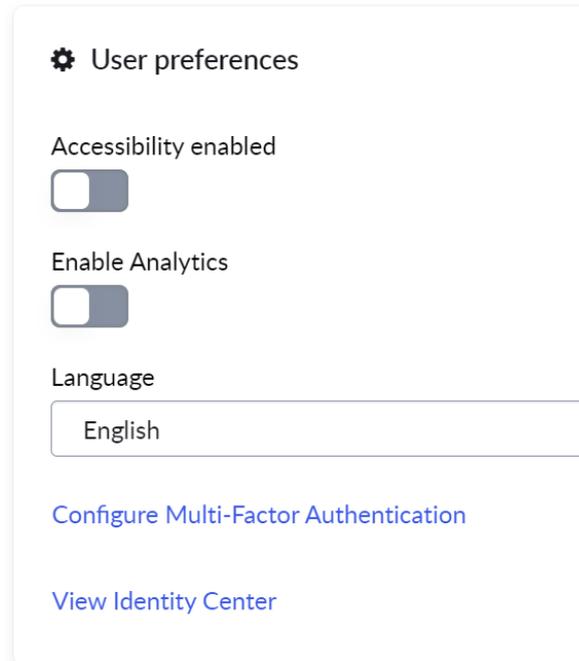
Profile Orientation - 3

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.

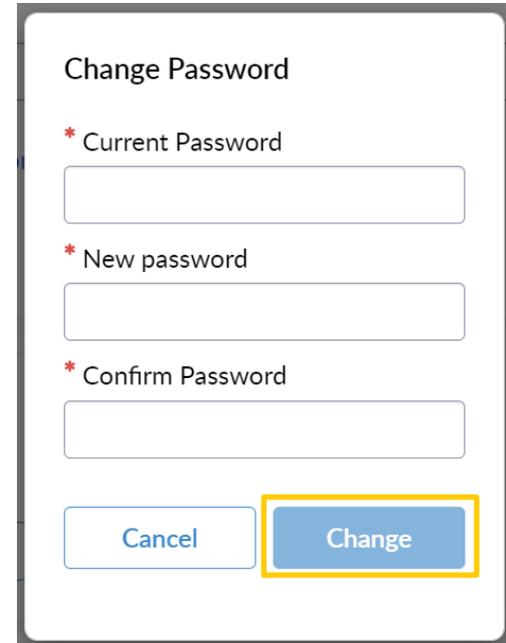
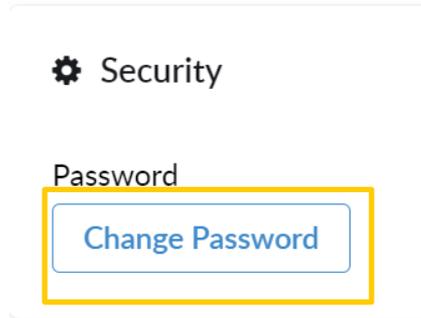


The screenshot shows a settings menu for 'User preferences'. It includes three toggle switches: 'Accessibility enabled' (off), 'Enable Analytics' (off), and 'Language' (set to 'English'). Below the toggles are two blue links: 'Configure Multi-Factor Authentication' and 'View Identity Center'.

- ⚙️ 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

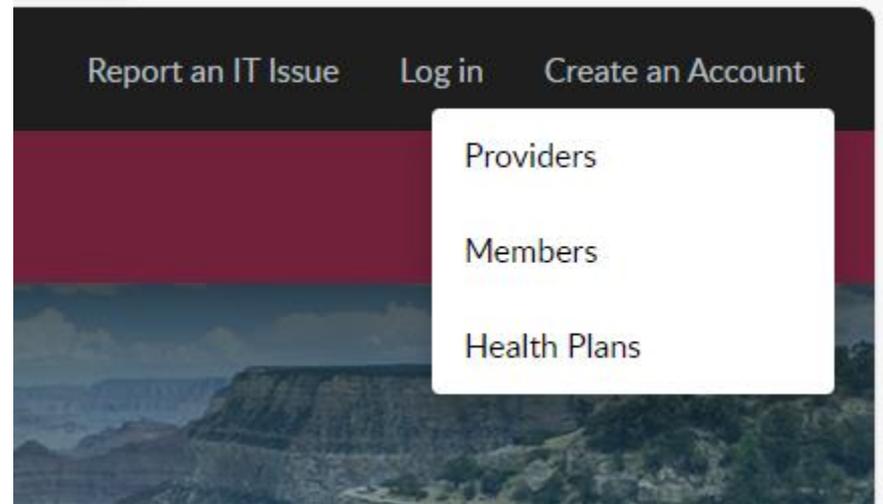
Link to the AHCCCS Solutions Center:

<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

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

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?

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

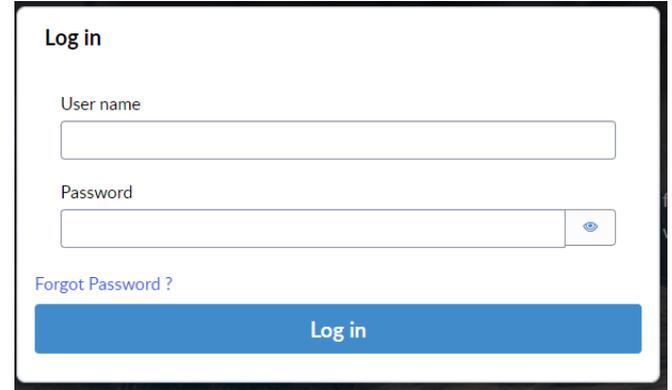
Click “Services” to access services specific to your needs

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 Providers.



The screenshot shows a login form with the following elements:

- Log in**: Title of the form.
- User name**: Text label above a text input field.
- Password**: Text label above a text input field with a toggle eye icon on the right.
- Forgot Password ?**: A blue link below the password field.
- Log in**: A blue button at the bottom of the form.

Provider Services

All Provider type accounts* 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



FFS Provider Claims Dispute

This form must be used to submit an AHCCCS fee-for-service claims dispute.



Provider Service Appeal

Use this form to submit a Provider Appeal.

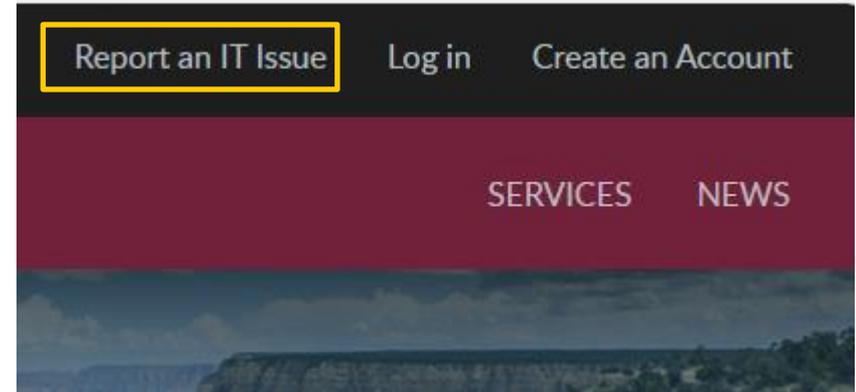


**Registered Providers & Provider Representatives as well as Unregistered Providers & Provider Representatives should all have access to these services.*

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

Provider Services – FFS Provider Claims Dispute

This section walks through how to submit a FFS Provider Claims Dispute via the AHCCCS Solutions Center.



FFS Provider Claims Dispute

This form must be used to submit an AHCCCS fee-for-service claims dispute.



Provider Services – FFS Provider Claims Dispute

This form must be used to submit an AHCCCS fee-for-service claims dispute. The first section of contact information will auto populate based on your account information.

FFS Provider Claims Dispute

This form must be used to submit an AHCCCS fee-for-service claims dispute.

A claim dispute means a dispute involving a payment or denial of a claim. A claim dispute shall specify in detail the factual and legal basis for the claim dispute and the relief requested. AHCCCS shall deny a claim dispute if the factual and legal basis is not detailed.

* Indicates required

Provider Information

First name

Email 

Last name

Phone number

Street

City

State

Zip Code

Provider Services – FFS Provider Claims Dispute

Identify the type of dispute, Claims or Prior Authorization. The information required to submit the form will change based on your response.

*Type of Dispute

-- None --

-- None --

Claim

Prior Authorization

Provider Services – FFS Provider Claims Dispute

If you select “Claims” dispute, you will be asked to enter claims information:

*Type of Dispute

Claim Information

*Claim Number

*Date of Service Start:

*Date of Service End:

If you select “Prior Authorization” dispute, you will be asked to enter Prior Authorization information:

*Type of Dispute

*Authorization Number

*Authorization Start

*Authorization End

Provider Services – FFS Provider Claims Dispute

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.

* Authorization End

YYYY-MM-DD

< September 2024 >

Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	31
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

Cancel OK

Provider Services – FFS Provider Claims Dispute

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

* Claim Dispute Factual Basis ?

* Claim Dispute Legal Basis ?

* Billed Amount ?

* Relief Requested Category ?

* Relief Requested Details ?



* Claim Dispute Factual Basis ?

What has been paid or denied incorrectly ✕

* Claim Dispute Legal Basis ?

Why was the payment or denial incorrect ✕

* Billed Amount ?

Billed amount of claim ✕

* Relief Requested Category ?

Relief Requested Categories

Capped Fee

"Capped fee-for-service" means the payment mech with an upper or capped limit established by the Di

Provider Services – FFS Provider Claims Dispute

Click the check box if the provider is represented by an attorney. Then provide the contact information for the attorney.

Is the provider represented by an attorney?

Is the provider represented by an attorney?

Provider Company/Law Firm :

Company/Law Firm

Provider Representative :

*First Name

*Email 

Use a unique email address

*Phone Number

*Last Name

*Street

*State

*City

*Zip Code

Provider Services – FFS Provider Claims Dispute

Provide the member information associated with the dispute. Click the paper clip icon on the bottom right to upload any attachments associated with the request. Complete the Captcha and click “Submit” to submit the request.

Member Information

*First Name

*Last Name

Email

*AHCCCS Member ID

Please confirm the Captcha below to proceed

 I'm not a robot 
reCAPTCHA
Privacy - Terms

Submit

 Add attachments

Provider Services – Provider Service Appeal

This section walks through how to submit a Provider Service Appeal via the AHCCCS Solutions Center.



Provider Service Appeal

Use this form to submit a Provider Appeal.



Provider Services – Provider Service Appeal

This form is for Provider Service Appeals **ONLY**. The FFS Provider Claims dispute form is for claim disputes.

Provider Service Appeal

Use this form to submit a Provider Appeal.

This form can be used by a provider to appeal a decision made by AHCCCS that is not related to a claim. Appeals related to a fee-for-service claim decision must be submitted using the [FFS Provider Claims Dispute form](#). Any appeals related to a decision made by an AHCCCS health plan must be submitted directly to the health plan and not be submitted through this form.

Provider Services – Provider Service Appeal

The first section of contact information will auto populate based on your account information.

Provider Information

First name

Ben

Email 

benchang@test.com

Last name

Chang

Phone number

Street

asldkfjasdf

City

asdlfkj

State

VA

Zip Code

22222

Provider Services – Provider Service Appeal

Select the type of Provider Appeal. Your options are:

-- None --

Civil Monetary Penalty

Overpayment

Denial

CAF Suspension

Termination

Exclusion

HEAplus Agreement Termination

Hospital Assessment

Targeted Investment

Provider Services – Provider Service Appeal

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

* Issue to be Heard at Hearing ?

* Appeal legal basis ?



* Issue to be Heard at Hearing ?

Reason for the hearing request ✕

* Appeal legal basis ?

Legal basis for the appeal ✕

Provider Services – Provider Service Appeal

Click the check box if the provider is represented by an attorney. Then provide the contact information for the attorney.

Is the provider represented by an attorney?

Is the provider represented by an attorney?

Provider Company/Law Firm :

Company/Law Firm

Provider Representative :

*First Name

*Email 

Use a unique email address

*Phone Number

*Last Name

*Street

*State

*City

*Zip Code

Provider Services – FFS Provider Claims Dispute

Click the paper clip icon on the bottom right to upload any attachments associated with the request. Complete the Captcha and click “Submit” to submit the request.

Please confirm the Captcha below to proceed

 I'm not a robot 
reCAPTCHA
Privacy - Terms

Submit

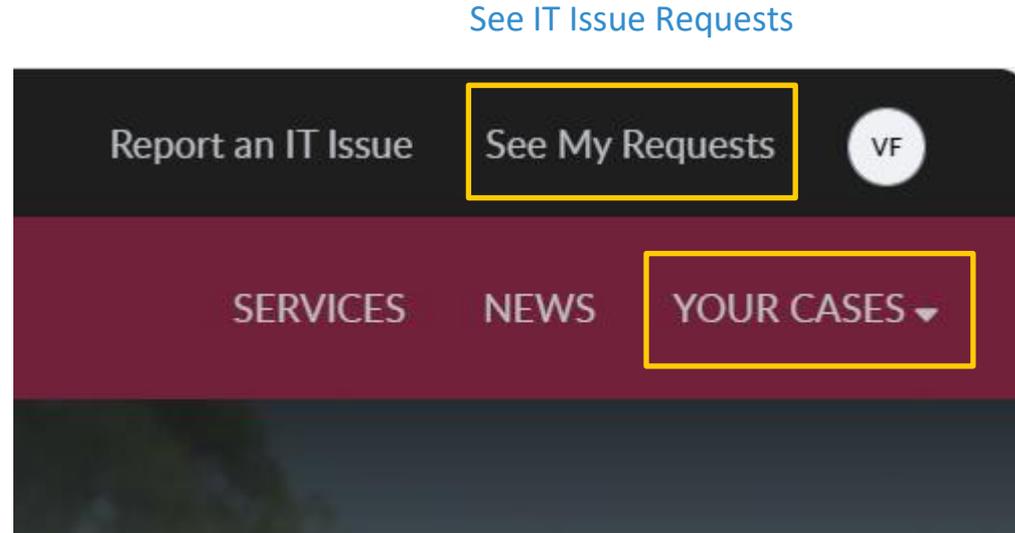
 Add attachments

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 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



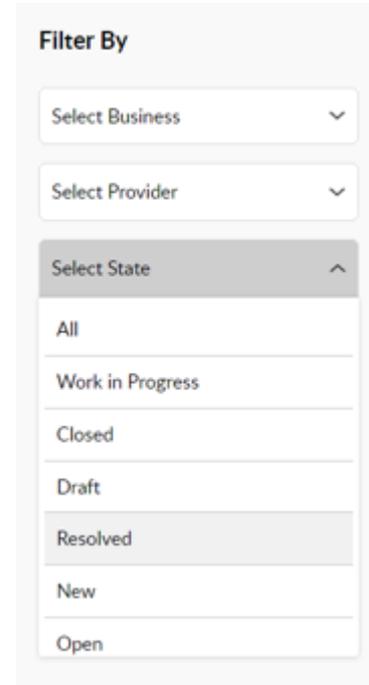
End

- 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