

## CLAIMS CLUES

A Publication of the AHCCCS DFSM Claims Department

### REQUEST FOR PUBLIC COMMENTS ON BURDENSOME OR UNNECESSARY RULES

Consistent with Executive Order 2017-02

(<http://azgovernor.gov/executive-orders>), AHCCCS is soliciting comments from stakeholders on rules the stakeholder community believes to be overly burdensome and not necessary to protect consumers, public health, or public safety. Current AHCCCS rules can be found on the website for the Arizona Secretary of State (<http://www.azsos.gov/rules/arizona-administrative-code>).

Specifically, the AHCCCS rules on that page include:

#### **Title 9. Health Services,**

#### **Chapters:**

21. Department of Health Services - Behavioral Health Services for persons with Serious Mental Illness
22. Arizona Health Care Cost Containment System – Administration
28. Arizona Health Care Cost Containment System – Arizona Long Term Care System
29. Arizona Health Care Cost Containment System – Medicare Cost Sharing Program
30. Arizona Health Care Cost Containment System – Medicare Part D Prescription Coverage Extra Help Subsidy Program
31. Arizona Health Care Cost Containment System –

34. Children's Health Insurance Program Arizona Health Care Cost Containment System – Grievance System

Comments regarding rules that you believe to be overly burdensome and not necessary to protect consumers, public health, or public safety may be submitted by email to

[AHCCCSRules@azahcccs.gov](mailto:AHCCCSRules@azahcccs.gov) or by mailing your comments to:

**AHCCCS**  
**Office of Administrative Legal Services**  
**701 E. Jefferson, Mail Drop 6200**  
**Phoenix, AZ 85034**

Please reference to Executive Order 2017-02 and identify the rule or rules that you wish to comment on by the rule number (for example, R9-22-101). We would appreciate it if you would include a brief statement of why you believe the rule to be overly burdensome and not necessary to protect consumers, public health, or public safety, and your suggestion for how the rule can be improved.

Consistent with the Executive Order, AHCCCS will be preparing a report to the Governor's Office on September 1, 2017, so we would appreciate hearing from you in advance of that date.

### PROVIDER EDUCATION DATES

- **IHS/638 Forum**  
07/06/2017 at 1:30  
Gold Rm – 3<sup>rd</sup> Floor

### UPCOMING HOLIDAY

- **7/4/17 – Independence Day**
  - **9/4/17 – Labor Day**

### ELECTRONIC PAYMENT SIGN UP

- **Email:**  
ISDCustomerSupport@azahcccs.gov

- OR-
- **Call:**  
602-417-4451

- **Prior Authorization**  
Questions FFS PA Line  
(602) 417-4400
- **Claims Customer Service**  
Billing Questions  
(602) 417-7670
- **Provider Registration**  
Process Questions  
(602) 417-7670  
Fax Applications  
(602) 256-1474

- **Technical Assistance with Online Web Portal**  
Please email  
[ProviderTrainingFFS@azahcccs.gov](mailto:ProviderTrainingFFS@azahcccs.gov)

## SUMMARY: FFS NEMT AUTHORIZATION UPDATE

Effective 6/15/17

AHCCCS Fee For Service (FFS) implemented a new NEMT authorization Event type **BT**, for behavioral health transports. Event types OT, OR, or RR should still be used when requesting authorization for transport of American Indian Health Plan (AIHP) members to and from covered medical services. The authorization system will require providers to use OT, OR, or RR Event types when submitting NEMT requests with a medical diagnosis.

For more information please refer to the Constant Contact notification dated 6/14/17 –OR– Click on the link just below the July 2017 Claims Clues link on the AHCCCS Webpage

- o **For Assistance:** AHCCCS FFS Transport line at: 602-417-4400 or 800-433-0425 (Outside Phoenix area)
- o **For Training:** please submit your training request to:  
**ProviderTrainingFFS@azahcccs.gov**

## SUMMARY: FFS NURSING FACILITY AND HOME & COMMUNITY BASED SERVICE PROVIDER SPECIALTY RATE INCREASE

Effective 1/1/17

AHCCCS has taken action to address the increased labor costs resulting from the Arizona minimum wage increase and employee benefit provisions of A.R.S. § 23-363 as approved by voters as Proposition 206 on November 8, 2016, and to assure that payments are consistent with efficiency, economy, and quality of care and are sufficient to enlist enough providers so that care and services are available at least to the extent that such care and services are available to the general population in the geographic area. For more information please Click on the link just below the July 2017 Claims Clues link on the AHCCCS Webpage.

## SUMMARY: AHCCCS FFS BEHAVIORAL HEALTH NEMT UPDATES AND REMINDERS

AHCCCS guidelines for behavioral health (BH) non-emergency medical transport (NEMT) authorizations requests are outlined in this Update and Reminder notification. For more information please Click on the link just below the July 2017 Claims Clues link on the AHCCCS Webpage

## ARTICLES LINKED TO CLAIMS CLUES – JULY 2017

- **AHCCCS FFS BEHAVIORAL HEALTH NEMT UPDATES AND REMINDERS**
- **FFS NURSING FACILITY AND HOME & COMMUNITY BASED SERVICE PROVIDER SPECIALTY RATE INCREASE EFFECTIVE JANUARY 1, 2017**
- **FFS NEMT AUTHORIZATION UPDATE**

## WEBSITE UPDATES

- ✓ Training Schedule for 3<sup>rd</sup> Qtr 2017  
Now available on the AHCCCS website:  
<https://www.azahcccs.gov/Resources/DFSMTraining/index.html>
- ✓ Prior Authorization PowerPoint Presentation  
Now available on the AHCCCS website:  
<https://www.azahcccs.gov/Resources/DFSMTraining/index.html>



## AHCCCS TARGETED INVESTMENT PROGRAM

The AHCCCS Targeted Investments program provides \$300 million in provider incentives over five years to help support behavioral and physical health care integration efforts. Participating practices and organizations will receive incentive payments for meeting benchmarks for physical and behavioral health care integration and coordination for individuals with behavioral health needs.

We encourage you to visit the **AHCCCS Targeted Investment Program (TI Program)** webpage where full information and application resources are available to you.

<https://www.azahcccs.gov/PlansProviders/TargetedInvestments/>

Questions can also be addressed to [TargetedInvestments@azahcccs.gov](mailto:TargetedInvestments@azahcccs.gov)

**To be eligible to receive these additional payments, you must apply and meet initial requirements by July 31, 2017. This is a one-time opportunity.**

### SIGN UP FOR CONSTANT CONTACT

To receive notifications about upcoming trainings, forums, and important business updates.

- Please use the link below to assist in accessing the Constant Contact sign-up.  
Web address: <https://www.azahcccs.gov/>
- At the AHCCCS website select the "Resources" tab
- Then click on "DFSM Training"
- Scroll down to Links and Contacts and click on the word "Subscribe" that is in blue
- Then click on "Division of Fee for Service Management "
- Fill out the form and select the email lists you would like to be added to

Please share this information with those that would like to be added to the Constant Contact Email Lists.

#### If you require assistance with:

- AIHP member authorizations: call the FFS Prior Authorization area at 602-417-4400, or 800-433-0425 (outside Phoenix).
- Tribal ALTCs member Case Plan information: contact the member's Tribal Case Manager.
- Viewing case plan information at:  
<https://azweb.statedemedicaid.us/Account/Login.aspx?ReturnUrl=%2f>
- Billing or Claims questions: call the FFS Claims Customer Service area at: 602-417-7670 or 800-794-6862.
- Instruction on how to submit a replacement claim to fee-for-service:  
[https://www.azahcccs.gov/PlansProviders/Downloads/FFSProviderManual/FFS\\_Chap04GeneralBillingRules.pdf](https://www.azahcccs.gov/PlansProviders/Downloads/FFSProviderManual/FFS_Chap04GeneralBillingRules.pdf)
- Viewing AHCCCS authorization status:  
<https://azweb.statedemedicaid.us/Account/Login.aspx?ReturnUrl=%2f>

SIGN UP FOR ELECTRONIC PAYMENTS

**Benefits of Receiving Payments Electronically**

- Immediate availability of funds
- Fully traceable payments
- Elimination of mail, and deposit delays
- Elimination of lost, stolen, or misplaced checks
- Elimination of stale checks to be recovered from Unclaimed Property

Call 602.417.4451 or email: [ISDCustomerSupport@azahcccs.gov](mailto:ISDCustomerSupport@azahcccs.gov)

SUMMARY OF COVERAGE FOR PAPER CLAIM SUBMISSION REQUIREMENT ISSUES

Division of Fee-For-Service Management (DFSM) has experienced an increased volume of paper claims that do not meet the requirements for submission.

- ✓ Print font should be Lucinda Console
- ✓ Font Size 10.

The printed information must be aligned correctly within the section/box on the form. Printed information that “bleeds” into other sections on the form will cause the OCR system to read the data incorrectly.