

Welcome to Arizona Health Care Cost Containment. We are here to help direct you to the appropriate service areas.

Division of Member and Provider Services (DMPS):

Hours of Operation: Monday through Friday, 7:30 am to 5:00 pm

Phone: (602) 417-7670 All others: (In State) 1-800-962-6690, (Out of state): 1-800-523-0231

**The Provider Services unit will be closed for state and federal holidays.*

AHCCCS Administration: (602) 417-7000 AHCCCS Virtual Assistant (AVA)

Medicaid Member Eligibility and Enrollment Verification:

Interactive Voice Response System (IVR) allows an unlimited number of verifications by entering information on a touch-tone telephone.

Phoenix area: (602) 417-7200

In-State: 1-800-331-5090

Prior Authorization:

Phoenix area: (602) 417-7670 In State (Outside Maricopa County): 1-800-433-0425

(Out of State) 1-800-523-0231

Fax # (General) (602) 256-6591

Fax # (Transportation providers only) (602) 254-2431

Provider Enrollment:

Phoenix area: (602) 417-7670 In State (Outside of Maricopa County): 1-800-794-6862

(Out of State): 1-800-523-0231

Email: APEPTrainingQuestions@azahcccs.gov

Claim Status and Inquiries:

Providers can view the status of your claim including details first using the [AHCCCS Online Portal](#) or your Remittance Advice. The Provider Services representatives can assist with many *basic* claims questions. Phoenix area: (602) 417-7670 (Out of State): 1-800-523-0231

AHCCCS Office of Medical Policy and Programs

For information about covered services please email: [AHCCCS Office of Medical Policy and Programs DHCMContractsandPolicy@azahcccs.gov](mailto:AHCCCSOfficeofMedicalPolicyandProgramsDHCMContractsandPolicy@azahcccs.gov).

Electronic Claim Submission Setup and Electronic Remittance Advice (835)

(For information about electronic claims Submission or Electronic Remittance Advice setup for assistance Email: Servicedesk@azahcccs.gov)

Credit Memos

For information about “Credit Memos” on Remittance Advice, contact the AHCCCS Division of Business and Finance (DBF) at: (602) 417-5500

AHCCCS Online Provider Portal Assistance:

AHCCCS offers **self-service** tools for providers to check the status and details of their Fee-for-Service claim including Prior Authorizations in real time.

Providers can submit Professional, Institutional and Dental claims via the AHCCCS Online portal. <https://azweb.statemedicaid.us>.

If you need to create a first time user account, go to <https://azweb.statemedicaid.us> and select the **Register for an Account** button and complete the required information.

If a provider does not have access to the Internet or is experiencing an outage, call Provider Services at (602) 417-7670, (In State) 1-800-654-8713, or (Out of State) 1-800-523-0231.

Technical Support: If you are experiencing issues with password resets and logging in contact Customer Support at (602) 417-4451 or Email Servicedesk@azahcccs.gov