



Claims Clues

July 27, 2017



What is Claims Clues?

Claims Clues is a periodic publication provided by the AHCCCS Division of Fee for Service Management.

- The AHCCCS Claims Clues newsletter serves as one of the DFSM Provider training resources.
- Notification of changes to AHCCCS Programs
- Highlights system changes and updates
- Updates on billing policies and requirements



CLAIMS CLUES

A Publication of the AHCCCS DFSM Claims Department

FEDERAL EMERGENCY SERVICES PROGRAM (FESP)
OVERVIEW, COVERED SERVICES, BILLING REQUIREMENTS

OVERVIEW

AHCCCS provides emergency health care services through the Federal Emergency Services Program (FESP) for qualified and nonqualified aliens, as specified in 8 USC 1611 et seq, who meet all requirements for Title XIX eligibility as specified in the State Plan except for citizenship. The covered services, limitations and exclusions described

- FESP recipients are not enrolled in health plans
- FESP recipients have no primary care physician

in this chapter offer general guidance to providers. Specific information can be found in the AHCCCS Medical Policy Manual (AMPM) available on the AHCCCS web site at www.azahcccs.gov.

COVERED SERVICES AND LIMITATIONS

The services billed must meet the federal definition of emergency services as defined in federal law in 1903 (v) of the Social Security Act and 42 CFR

440.255 in order for a claim to be considered for reimbursement. "Emergency medical or behavioral health condition" for a FESP recipient means a medical condition (including labor and delivery) or a behavioral health condition manifesting itself by acute symptoms of sufficient severity, including extreme pain, such that the absence

of immediate medical attention could reasonably be expected to result in: [1] Placing the recipient's health in serious jeopardy (this includes serious harm to self for purposed of behavioral health) [2] Serious impairment to bodily functions [3] Serious dysfunction of any bodily organ or part, or [4] Serious physical harm to another person (for behavioral health condition).

PROVIDER EDUCATION DATES
• Replacements & Voids
6/8/17 2:00-3:00pm
Gold Rm - 3rd Floor

UPCOMING HOLIDAY
• 7/4/17 Independence Day

ELECTRONIC PAYMENT SIGN UP
Contact:
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 ProviderTrainingFF@azahcccs.gov

How does this benefit me?

- Schedule opportunities for training
- Know how to contact AHCCCS for your various needs
- Stay current and informed of billing changes

Be the Driver of Change

“Drivers of Change” investigate the key issues and trends driving change in our societies and work environments.



Additional benefits include:

- Assistance with problem claims
- Effectively manage your time (less time on phone)
- Correct first time claim submissions for faster payment turn around times
- **Become your office EXPERT!**

Sign me up!



There are two ways to receive *Claims Clues*:

1. Visit the AHCCCS website
<https://www.azahcccs.gov/>

The screenshot shows the AHCCCS website with a navigation menu and three main content columns. The 'DFSM Training' link is highlighted with a red circle.

HOME	AHCCCS INFO	MEMBERS/APPLICANTS	PLANS/PROVIDERS	AMERICAN INDIANS	RESOURCES	FRAUD PREVENTION	CRISIS?
Oversight of Health Plans Administrative Actions Contracted Health Plan Audited Financial Statements		Reports Reports to CMS Reports to the Legislature Population Reports		Guides - Manuals - Policies DFSM Training			

- Scroll to “Links and Contacts”

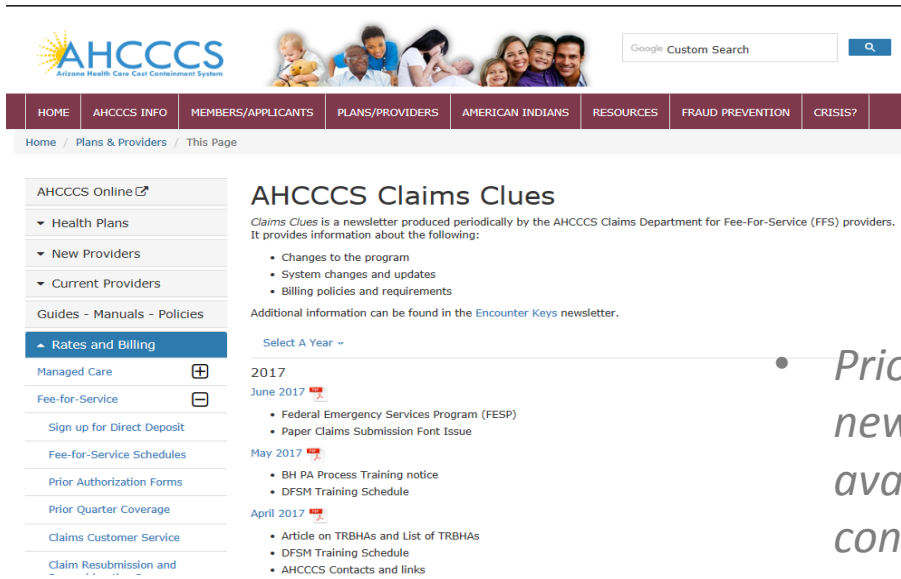


Links and Contacts

Subscribe to receive notifications about upcoming trainings, forums, and important business updates

[DFSM Claims Clues Newsletter](#)

- The link provided is dedicated to the *Claims Clues* newsletter webpage

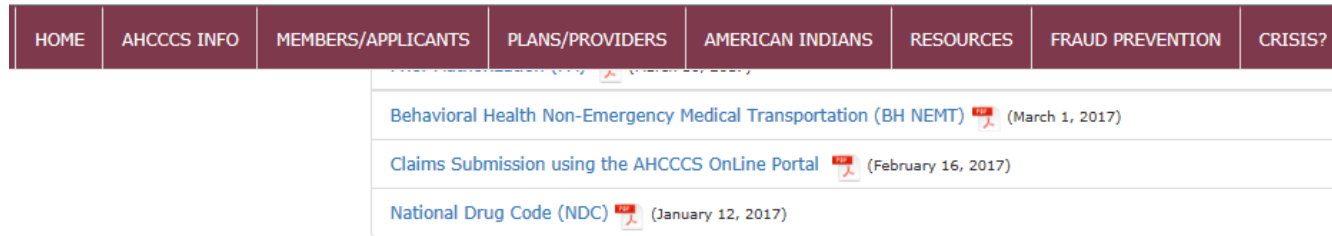


- *Prior month newsletters are also available for your convenience.*

The second option to receive *Claims Clues* is via email:



2. Located in the “Links and Contacts” section within the previously mentioned AHCCCS webpages



Links and Contacts

[Subscribe](#) to receive notifications about upcoming trainings, forums, and important business updates
[DFSM Claims Clues Newsletter](#)

When you subscribe through the [Division of Fee for Service Management](#) newsletter, *Claims Clues* will come directly to your email.

Fill out all fields

Make sure to fill in all required fields marked with a red asterisk *



Subscribe to the AHCCCS DFSM Email Notifications/Updates

Please complete the required fields* and check the Email List(s) to receive AHCCCS DFSM Notifications/Updates. Thanks!

* Email Address

* First Name

* Last Name

* Phone Number

* Company

Mark the provider specialty

Email Lists

- FFS - BH Providers
- FFS IHS-638 Providers
- FFS TRBHA Distribution
- FFS-All Providers
- FFS-Ancillary
- FFS-DFSMCARECOORDINATION
- FFS-HCBS Providers
- FFS-Hospital-Facilities
- FFS-Practitioners
- FFS-Transportation
- General Interest
- Integrated Svcs

Mark the appropriate provider specialty and hit sign up.



Sign Up

Questions?

Please feel free to email us at:

ProviderTrainingFFS@azahcccs.gov



Thank You.

