



# Claims Clues Newsletter

DFSM Provider Training Unit

June 2021



These materials are designed for the AHCCCS Fee-For-Service programs, including the American Indian Health Program (AIHP), Tribal Regional Behavioral Health Authority (TRBHA) and Tribal Arizona Long Term Care Services (ALTCS).

# What is Claims Clues?

## Claims Clues Newsletter

*Claims Clues* is a newsletter produced periodically by the AHCCCS Division of Fee-for-Service Management (DFSMS).



It is available online and provides information about the following:

- Claims and billing updates
- Billing policies and requirements
- System changes
- Changes to program benefits
- Past issues are available [here](#)

# How Does This Benefit Providers?

## Benefits of Reading

- Stay up-to-date on AHCCCS updates
- Stay current on upcoming training opportunities
- Stay current and informed on claims and billing updates
- Stay up-to-date on business updates
- Contact information for questions readily available



March/April 2021

### Upcoming APEP Training Sessions

Beginning in April and over the following several months, the Division of Member and Provider Services will conduct virtual APEP training sessions for providers that want additional training. The training is voluntary and will directly respond to questions AHCCCS has received since the launch of APEP.

The APEP training courses will be scheduled by "Enrollment Type." Training instruction will include:

- Single-Sign-On process
- Domain Administrator functions
- Specific scenarios within the online application
- Submission of a modification once the re-registration process is complete

More information regarding the APEP training schedule and registration for a virtual class is posted to the APEP website. Please visit the APEP Training Online Registration link to enroll:

[APEP Training - Training Online Registration](#)

To receive APEP updates, visit [Provider Enrollment E-News](#)  
[Subscribe to Provider Email List](#) for the latest news.

Questions can be emailed to [PRNnotice@azahcccs.gov](mailto:PRNnotice@azahcccs.gov).

### Medicare EOB

AHCCCS maintains a record of each recipient's primary coverage by Medicare and Other primary insurance plans. If a recipient's primary payer's record indicates a first-party coverage (such as Medicare or employer's health plan) or a third-party coverage (i.e. third party liability or TPL) and the claim is filed (sent to AHCCCS for payment) without the primary payer's EOB the claim will be denied.

For more detailed information please refer to the following resources:

- [Chapter 9 of the FFS Provider Billing Manual, Medicare/Other Insurance Liability](#)
- [Chapter 7 of the IHS/Tribal Provider Billing Manual, Medicare/Other Insurance Liability](#)

Other coverage information can be verified using the AHCCCS online eligibility verification portal.

### CONTACTS

- For provider training questions and technical assistance with the online web portal please outreach the Provider Training Division of DFSM through email at [ProviderTrainingFFS@azahcccs.gov](mailto:ProviderTrainingFFS@azahcccs.gov).
- Training materials for FFS Providers and upcoming Provider Training Sessions can be found on the DFSM [Provider Training Web Page on the AHCCCS website](#).
- The Second Quarter FFS Provider Training Schedule can be found [online](#).
- Prior Authorization Questions FFS PA Line (802) 417-4400
- Claims Customer Service Billing Questions (802) 417-7670 - Option 4
- Provider Registration Process Questions (802) 417-7670 - Option 5

### ELECTRONIC PAYMENT SIGN UP

Electronic Payment Sign Up (Remittance Advice Sign Up/835)

[Contact](#)  
[ISDCustomerSupport@azahcccs.gov](mailto:ISDCustomerSupport@azahcccs.gov)  
OR  
[call 802-417-4451](tel:802-417-4451)

### COVID FAQ

[Fact Sheet](#)

# How Do We Decide What is in Claims Clues?

## What else is in the Claims Clues newsletter?

DFSM looks at drivers of change, trends in claims errors, common questions from providers, and AHCCCS initiatives and incorporates those findings into the Claims Clues newsletters.

By reading Claims Clues on a monthly basis you will receive:

- Assistance with challenging claims
- Effectively learn how to make claims corrections and to best manage your time (less time on phone by not needing to call Claims Customer Service)
- Increase your percentage of claim submissions that are correct the first time for faster payment turn around times
- Become your office EXPERT!

# Provider Participation Agreement

## Provider Participation Agreement (PPA)

Additionally, reading AHCCCS Claims Clues is vital for providers, since AHCCCS providers agree to the Provider Participation Agreement upon registering with AHCCCS. The PPA states that providers are responsible for knowing the information within Claims Clues.

*“Therefore, for an in consideration of mutual covenants, promises, representations and assurances contained in this Agreement, and for good and valuable consideration, AHCCCS and the Provider do hereby acknowledge and expressly agree as follows:*

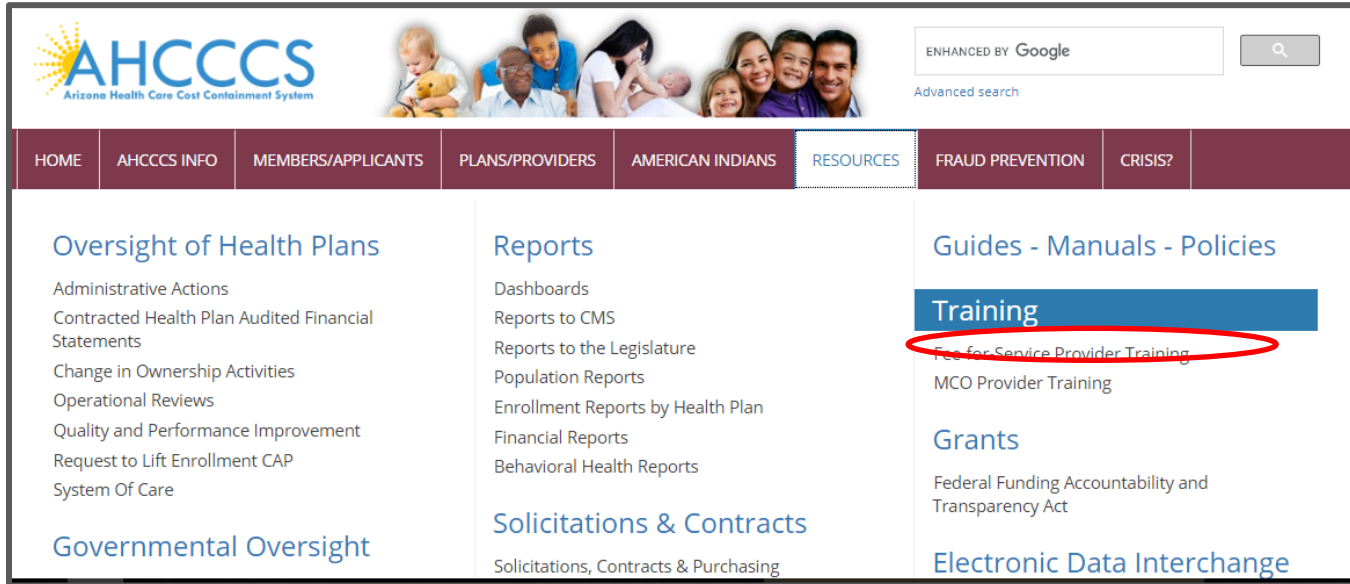
*B. General Terms and Conditions*

*2. All AHCCCS guidelines, policies and manuals, including but not limited to the AHCCCS Medical Policy Manual, AHCCCS Fee-For-Service Manual, AHCCCS Claims Clues, and Reporting Guides are hereby incorporated by reference into this Agreement. Guidelines, policies and manuals are available on the AHCCCS website. “*

# Sign Me Up!

## Where to Find Claims Clues

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



The screenshot shows the AHCCCS website homepage. The header includes the AHCCCS logo (Arizona Health Care Cost Containment System) and a search bar with the text "ENHANCED BY Google" and a search icon. Below the header is a navigation menu with the following items: HOME, AHCCCS INFO, MEMBERS/APPLICANTS, PLANS/PROVIDERS, AMERICAN INDIANS, RESOURCES, FRAUD PREVENTION, and CRISIS?. The main content area is divided into three columns. The left column is titled "Oversight of Health Plans" and lists: Administrative Actions, Contracted Health Plan Audited Financial Statements, Change in Ownership Activities, Operational Reviews, Quality and Performance Improvement, Request to Lift Enrollment CAP, and System Of Care. The middle column is titled "Reports" and lists: Dashboards, Reports to CMS, Reports to the Legislature, Population Reports, Enrollment Reports by Health Plan, Financial Reports, and Behavioral Health Reports. The right column is titled "Guides - Manuals - Policies" and lists: Training (circled in red), Fee for Service Provider Training, MCO Provider Training, Grants (Federal Funding Accountability and Transparency Act), and Electronic Data Interchange. At the bottom of the page, there is a footer with the AHCCCS logo and the text "Arizona Health Care Cost Containment System".

# Sign Me Up!

## Where to Find Claims Clues

### 2. Scroll down to “DFSM Claims Clues Newsletter”

#### DFSM Claims Clues Newsletter

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- Claims and billing updates
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Past issues are available [here](#).



# Sign Me Up!

## Where to Find Claims Clues

3. <https://www.azahcccs.gov/PlansProviders/RatesAndBilling/FFS/claimsclues.html>

### AHCCCS Claims Clues

*Claims Clues* is a newsletter produced periodically by the AHCCCS Claims Department for Fee-For-Service (FFS) providers. It provides information about the following:

- Changes to the program
- System changes and updates
- Billing policies and requirements

Additional information can be found in the [Encounter Keys](#) newsletter.

Select A Year ▾

2021

March/April 2021 

- Upcoming APEP training sessions

# Sign Me Up!

## Where to Find Claims Clues

4. You can review past issues of Claims Clues by selecting past years under “Select a Year”

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Select A Year ▾

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March/April 2021 

- Upcoming APEP training sessions



# DFSM Provider Education and Training Unit

# DFSM Provider Training

The DFSM Provider Education and Training Unit can assist providers with the following:

- How to submit and status claims or prior authorization requests through the AHCCCS Online Provider Portal (FFS programs, including AIHP, TRBHAs and Tribal ALTCS).
- Submission of documentation using the Transaction Insight Portal (i.e. the AHCCCS Daily Trip report, requested medical records, etc.).

Additionally, the DFSM Provider Training unit offers trainings with informational updates to program changes, system updates, and changes to the AHCCCS policy, AHCCCS guides and manuals.

# Education and Training Questions?

The DFSM Provider Education and Training Unit does not instruct providers on how to code or bill for a particular service.

For additional information on rates and coding please follow the below guidelines:

- Rates - Questions on AHCCCS FFS rates should be directed to the rates team at [FFSRates@azahcccs.gov](mailto:FFSRates@azahcccs.gov)
- Coding - Questions on AHCCCS Coding should be directed to the coding team at [CodingPolicyQuestions@azahcccs.gov](mailto:CodingPolicyQuestions@azahcccs.gov)
  - NOTE: The Coding team cannot instruct providers on how to code or bill for a particular service. Those questions should be directed to the provider's professional coder/biller.
- ACC Plan Claims - Questions regarding the submission of claims to an AHCCCS Complete Care (ACC) Health Plan should be directed to the appropriate ACC Health Plan.

The DFSM Provider Training Team can be reached at [ProviderTrainingFFS@azahcccs.gov](mailto:ProviderTrainingFFS@azahcccs.gov)

# Technical Questions?

For technical assistance with the AHCCCS Online Provider Portal, please call:

- AHCCCS ISD Customer Support Desk at 602-417-4451 or [ISDCustomerSupport@azahcccs.gov](mailto:ISDCustomerSupport@azahcccs.gov)

# Claims Questions?

For claims questions that cannot be resolved on the portal, please outreach the Claims Customer Service team at:

- Phone: (602) 417-7670 – Select Option 4
- From: Monday – Friday from 7:30am – 4:00pm (Phoenix Time).

The Claims Customer Service team can assist with the following items:

- Details regarding a claim status that cannot be answered on the AHCCCS Online Provider Portal;
- Providing denial codes and general information regarding denied claims; and
- Providing general information about approved and pended claims.

**NOTE:** Providers should not call the Claims Customer Service team if they have questions on rates, CPT/HCPCS codes and modifiers, billing questions, the address a check was mailed to, and payment details for approved claims.

# Prior Authorization Questions?

For prior authorization questions, please visit the AHCCCS Online Provider Portal or the AHCCCS website at:

- AHCCCS Online Provider Portal:
  - <https://azweb.statemedicaid.us/Account/Login.aspx?ReturnUrl=/>
- DFSM Prior Authorization Web Page:
  - <https://www.azahcccs.gov/PlansProviders/FeeForServiceHealthPlans/PriorAuthorization/requirements.html>

Providers can check the status of a submitted authorization request online and view messages from PA staff under the Prior Authorization Inquiry link.



# Prior Authorization Questions?

For questions that cannot be resolved on the portal, please outreach the Fee-for-Service Authorization Phone Line at:

- Within Maricopa County: 602-417-4400, Select option 1 for transportation
- Statewide: 1-800-433-0425
- Outside Arizona: 1-800-523-0231
- FESP Dialysis: 602-417-7548

**NOTE:** Providers should not call the FFS Prior Authorization team if they have questions on rates, CPT/HCPCS codes and modifiers, billing questions, claims, or for status updates.

# Policy Information

AHCCCS FFS Provider Billing Manual:

- <https://www.azahcccs.gov/PlansProviders/RatesAndBilling/FFS/providermanual.html>

AHCCCS IHS/Tribal Provider Billing Manual:

- <https://www.azahcccs.gov/PlansProviders/RatesAndBilling/ProviderManuals/IHStribalbillingManual.html>

AHCCCS Medical Policy Manual

- <https://www.azahcccs.gov/shared/MedicalPolicyManual/>

Questions?

Thank You.