

Claims Clues

A Publication of the AHCCCS Claims Department

March, 2003

AHCCCS to Accept Excluded Pathologist Claims

In response to a court order, the AHCCCS Administration will accept submissions of certain fee-for-service claims from pathologists that were excluded from payment for inappropriate use of the 26 modifier (Professional component).

Claims for inpatient lab services

billed by pathologists with dates of service from June 1, 1999 through February 7, 2003 may be submitted.

The claims will receive special handling, and timeliness edits will be overridden if necessary. The claims should be submitted to:

AHCCCS Claims
Attn: Diane Sanders
Claims Administrator
Mail Drop 8200
P.O. Box 1700
Phoenix, AZ 85002-1700

The envelope should be clearly marked with the words "Pathology Claims."

Use of Toll-Free Number for PA Unit Restricted

The AHCCCS Prior Authorization Unit no longer accepts calls to its 1-800 phone number from providers in the Phoenix metro area.

The restriction applies to Phoenix metro area providers whose telephone area code is 602, 480, or 623. Calls to the PA Unit's toll-free number from these area codes are blocked.

Providers in the Phoenix metro area must call (602) 417-4400. Providers in other areas of

Arizona may call 1-800-433-0425. Providers outside the state may call 1-800-523-0231.

The restriction on accepting the 1-800 numbers applies to other agency phone numbers frequently called by providers.

Claims Customer Service: Providers in the Phoenix metro area must call (602) 417-7670 (Option 4). Providers *outside* the Phoenix metro area may call toll-free at 1-800-794-6862.

AHCCCS Verification Unit:

Phoenix area providers must call (602) 417-7000. All others should call 1-800-962-6690

Interactive Voice Response (IVR): Phoenix area providers must call (602) 417-7200. All others should call 1-800-331-5090.

When callers within Maricopa County dial the agency's 1-800 numbers instead of dialing the local area code numbers, it costs the agency thousands of dollars each month. The change will result in a savings to the agency.

Provider Participation to be Terminated for Inactivity

A provider's participation in the AHCCCS program may be terminated for any of several reasons, including inactivity.

Provider participation may be terminated if the provider has not submitted a claim to the AHCCCS Administration or one of the

AHCCCS-contracted health plans or program contractors within the past 24-months. If AHCCCS has not received a claim or an encounter for the past 24 months, these providers will be terminated effective **April 2003**.

Completion of a new registration packet will be

required to reactivate providers who reapply following termination for inactivity.

Providers should refer to Chapter 3 of the *AHCCCS Fee-For-Service Provider Manual* for information on provider participation.

Interested in provider training? Please complete the attached form.

Customer Support Unit Can Assist Providers With Technical Questions About Web Application

The AHCCCS Customer Support Unit can assist providers who have technical questions about the new Web application that allows them to verify eligibility and enrollment and to check claim status.

Providers should direct technical questions only to Customer Support at (602) 417-4451. The unit can assist providers with issues such as accessing the Web site, setting up master and individual accounts, and resolving error messages.

All other questions regarding information displayed on the Web site should be directed to the appropriate AHCCCS unit (e.g., Claims Customer Service, Provider Registration, Verification Unit, etc.).

Questions about claims should be directed to the Claims Customer Service Unit:

- (602) 417-7670, Option 4 (Phoenix area)
- 1-800-794-6862 (All others).

Provider-related issues should be directed to the Provider Registration Unit:

- (602) 417-7670, Option 5 (Phoenix area)
- (800) 523-0231 (in state)
- (800) 523-0231 (out of state)

Eligibility questions should be directed to the AHCCCS Verification Unit

- (602) 417-7000 (Phoenix area)
- 1-800-962-6690 (All others)

To create an account and begin using the applications, providers must go to the AHCCCS Home

Page at www.ahcccs.state.az.us.

Once at the Home Page, click on the Information for Providers link to go to the Providers page. A link on the Providers page will allow providers to create an account.

Once a provider has access to the site, the provider can query information relating to any of their patients who are recipients in the system. Providers also can obtain Medicare/TPL information for a recipient.

The Claim Status page allows providers to view information relating to a claim, including status history, edit history, and accounting summary.

There is no charge to providers for creating an account, and there is no transaction charge.

Providers Must Have Current Agreement on File with AHCCCS

AHCCCS requires all registered providers to have a completed, signed Provider Agreement on file in order to participate and receive reimbursement as a provider in the AHCCCS program.

AHCCCS will begin requesting providers to complete this agreement if a current agreement is not on file. Mailings will be sent to providers identified by specialty and provider type.

Questions about the Provider

Agreement may be directed to Provider Registration at:

- (602) 417-7670, Option 5 (Phoenix area)
- (800) 523-0231 (in state)
- (800) 523-0231 (out of state)

Fee-For-Service Provider Training Considered

The AHCCCS Claims Department is considering conducting training sessions for fee-for-service providers beginning in late May or early June.

Contingent upon provider interest, training sessions will be conducted in Phoenix and may also be conducted in Flagstaff and

Tucson. Training for Flagstaff-area and Tucson-area providers may be conducted via tele-conference.

The training sessions are designed to provide a forum whereby AHCCCS can disseminate general fee-for-service billing information to providers. The sessions also will

allow providers to discuss issues with AHCCCS Claims staff. It is anticipated that these meetings will last 2½ to 3 hours.

If you are interested in attending one of these sessions, please complete the form attached to this issue of Claims Clues and submit it to the AHCCCS Claims Policy/ Training Unit by April 4, 2003.



AHCCCS Provider Training Survey



The AHCCCS Claims Department is considering conducting training session for fee-for-service providers beginning in late May. Contingent upon provider interest, sessions will be conducted in Phoenix and *may* be conducted in Flagstaff and Tucson. Training for Flagstaff-area and Tucson-area providers may be conducted via tele-conference.

The training sessions are designed to provide a forum whereby AHCCCS can disseminate general fee-for-service billing information to providers. The sessions also will allow providers to discuss issues with AHCCCS Claims staff. It is anticipated that these meetings will last 2½ to 3 hours.

If you are interested in participating in one of these training sessions, please complete the form below and fax it to the AHCCCS Claims Policy/Training Unit at (602) 256-1474. You also may mail this form to:

AHCCCS Claims Policy/Training Unit
701 E. Jefferson Street, MD 8000
Phoenix, AZ 85034

Please return this form no later than April 4, 2003. Thank you.

Provider Name: _____

Provider Type: _____
(e.g., physician, hospital, emergency transportation, etc.)

AHCCCS Provider ID: _____

Street Address or P.O. Box: _____

City: _____ State: _____ ZIP: _____

Contact Person: _____ Telephone: (____) _____

E-mail: _____ FAX: (____) _____

Suggested topics: _____

I would prefer to attend a training session in (Please indicate first, second, and third choice):

Phoenix _____ Tucson _____ Flagstaff _____

Would you attend a **teleconferenced** training session in Tucson? Yes No Flagstaff? Yes No