![AHCCCS Arizona Health Care Cost Containment System | Division of Fee for Service Management]

Provider Training Schedule Fourth Quarter 2020

701 E. Jefferson St. Phoenix AZ 85034

The Division of Fee-For-Service Provider Training Unit holds virtual training sessions. To participate in an online training session, providers must register in advance. Zoom training reminders are emailed via Consent Contact prior to the scheduled training. Schedule is subject to change, participants will be notified of any changes via Consent Contact. When **registration is completed**, please do the following:

1. View the registration approved email containing the meeting password and instructions for joining the meeting. (This is automatically sent to the email used when registration was completed be sure to check your junk/spam folders).
2. Enter the password on the Zoom "view more information about the meeting" page to display the join by Phone call-in numbers.

<p style="color:red; text-align:center;">*Participants <u>MUST REGISTER</u> in advance to participate in trainings.
Click on Zoom Registration Link below to sign up.</p>

Electronic Visit Verification (EVV) Billing Training for IHS/638 Providers	
Friday, October 30th, 2020 **10:30 a.m. — 11:00 a.m.** *Zoom Registration Link*	**Electronic Visit Verification (EVV) Billing Training for IHS/638 Providers** *Overview of billing information for IHS/638 providers that are one of the provider types required to participate in EVV.*
Monday, November 9th, 2020 **1:00 p.m. — 1:30 p.m.** *Zoom Registration Link*	**Electronic Visit Verification (EVV) Billing Training for IHS/638 Providers** *Overview of billing information for IHS/638 providers that are one of the provider types required to participate in EVV.*
Friday, November 20th, 2020 **10:00 a.m. — 10:30 a.m.** *Zoom Registration Link*	**Electronic Visit Verification (EVV) Billing Training for IHS/638 Providers** *Overview of billing information for IHS/638 providers that are one of the provider types required to participate in EVV.*
Tuesday, December 8th, 2020 **10:00 a.m. — 10:30 a.m.** *Zoom Registration Link*	**Electronic Visit Verification (EVV) Billing Training for IHS/638 Providers** *Overview of billing information for IHS/638 providers that are one of the provider types required to participate in EVV.*

IHS 638 Nursing Facility Updates	
Tuesday, October 6th, 2020 **1:00 p.m. — 1:30 p.m.** *Zoom Registration Link*	**IHS 638 Nursing Facility Updates** *Overview of the recently approved State Plan Amendment changes to reimbursement for nursing facilities being operated by the Indian Health Services (IHS) or tribes under PL 93-638, when providing services to American Indians. Such facilities* **_may be reimbursed at the outpatient All-Inclusive Rate (AIR), effective October 1, 2020_**. *Training session to cover the reimbursement changes, billing information, and fiscal impacts.* **Session will be held via Zoom Only**
Thursday, October 15th, 2020 **1:00 p.m. — 1:30 p.m.** *Zoom Registration Link*	**IHS 638 Nursing Facility Updates** *Overview of the recently approved State Plan Amendment changes to reimbursement for nursing facilities being operated by the Indian Health Services (IHS) or tribes under PL 93-*

	*638, when providing services to American Indians. Such facilities **may be reimbursed at the outpatient All-Inclusive Rate (AIR), effective October 1, 2020**. Training session to cover the reimbursement changes, billing information, and fiscal impacts.* ***Session will be held via Zoom Only***
Tuesday, November 10th, 2020 **1:00 p.m. — 1:30 p.m.** *Zoom Registration Link*	**IHS 638 Nursing Facility Updates** *Overview of the recently approved State Plan Amendment changes to reimbursement for nursing facilities being operated by the Indian Health Services (IHS) or tribes under PL 93-638, when providing services to American Indians. Such facilities **may be reimbursed at the outpatient All-Inclusive Rate (AIR), effective October 1, 2020**. Training session to cover the reimbursement changes, billing information, and fiscal impacts.* ***Session will be held via Zoom Only***
Thursday, December 10th, 2020 **1:00 p.m. — 1:30 p.m.** *Zoom Registration Link*	**IHS 638 Nursing Facility Updates** *Overview of the recently approved State Plan Amendment changes to reimbursement for nursing facilities being operated by the Indian Health Services (IHS) or tribes under PL 93-638, when providing services to American Indians. Such facilities **may be reimbursed at the outpatient All-Inclusive Rate (AIR), effective October 1, 2020**. Training session to cover the reimbursement changes, billing information, and fiscal impacts.* ***Session will be held via Zoom Only***
Prior Authorization and Concurrent Review Updates	
Thursday, October 1st, 2020 **1:00 p.m. — 2:00 p.m.** *Zoom Registration Link*	**AHCCCS COVID-19 Prior Authorization and Concurrent Review Updates** *FFS Prior Authorization requirements lifted due to COVID-19.* ***Session will be held via Zoom Only***
Thursday, November 5th, 2020 **10:00 a.m. — 11:00 a.m.** *Zoom Registration Link*	**AHCCCS COVID-19 Prior Authorization and Concurrent Review Updates** *FFS Prior Authorization requirements lifted due to COVID-19.* ***Session will be held via Zoom Only***
Monday, December 14th, 2020 **1:00 p.m. — 1:30 p.m.** *Zoom Registration Link*	**AHCCCS COVID-19 Prior Authorization and Concurrent Review Updates** *FFS Prior Authorization requirements lifted due to COVID-19.* ***Session will be held via Zoom Only***
Alternate Care Site Training	
Friday, October 23rd, 2020 **10:00 a.m. — 10:30 a.m.** *Zoom Registration Link*	**Alternate Care Site (ACS) Training** *An ACS is an extension of a hospital or clinic that may treat members during a public health emergency. The ACS Training covers AHCCCS' reimbursement for services offered by hospitals and clinics owned or operated by the Indian Health Service, tribes, or tribal organizations with a 638 agreement, performed in Alternate Care Sites (ACS), during the public health emergency.* ***Session will be held via Zoom Only***
Monday, November 16th, 2020 **1:00 p.m. — 1:30 p.m.** *Zoom Registration Link*	**Alternate Care Site (ACS) Training** *An ACS is an extension of a hospital or clinic that may treat members during a public health emergency. The ACS Training covers AHCCCS' reimbursement for services offered by hospitals and clinics owned or operated by the Indian Health Service, tribes, or tribal organizations with a 638 agreement, performed in Alternate Care Sites (ACS), during the*

	public health emergency. ***Session will be held via Zoom Only***
Thursday, December 17th, 2020 **1:00 p.m. — 1:30 p.m.** *Zoom Registration Link*	**Alternate Care Site (ACS) Training** *An ACS is an extension of a hospital or clinic that may treat members during a public health emergency. The ACS Training covers AHCCCS' reimbursement for services offered by hospitals and clinics owned or operated by the Indian Health Service, tribes, or tribal organizations with a 638 agreement, performed in Alternate Care Sites (ACS), during the public health emergency.* ***Session will be held via Zoom Only***
Telehealth Training	
Tuesday, October 6th, 2020 **10:00 a.m. — 11:00 a.m.** *Zoom Registration Link*	**General Telehealth Training (In Depth Policy Overview and Billing for FFS Providers)** *Overview of general telehealth/telephonic policies and definitions, billing, and claims submissions.* ***Session will be held via Zoom***
Wednesday, October 7th, 2020 **1:00 p.m. — 2:00 p.m.** *Zoom Registration Link*	**Telehealth and Telephonic Training for IHS and 638 Providers** *General telehealth/telephonic policies and definitions, billing, claims, and the "four walls" and their applicability to telehealth/telephonic services.* ***Session will be held via Zoom Only***
Monday, November 2nd, 2020 **1:00 p.m. — 2:00 p.m.** *Zoom Registration Link*	**General Telehealth Training (In Depth Policy Overview and Billing for FFS Providers)** *Overview of general telehealth/telephonic policies and definitions, billing, and claims submissions.* ***Session will be held via Zoom Only***
Tuesday, November 3rd, 2020 **1:00 p.m. — 2:00 p.m.** *Zoom Registration Link*	**Telehealth and Telephonic Training for IHS and 638 Providers** *General telehealth/telephonic policies and definitions, billing, claims, and the "four walls" and their applicability to telehealth/telephonic services.* ***Session will be held via Zoom Only***
Monday, December 7th, 2020 **1:00 p.m. — 2:00 p.m.** *Zoom Registration Link*	**General Telehealth Training (In Depth Policy Overview and Billing for FFS Providers)** *Overview of general telehealth/telephonic policies and definitions, billing, and claims submissions.* ***Session will be held via Zoom Only***
Tuesday, December 8th, 2020 **1:00 p.m. — 2:00 p.m.** *Zoom Registration Link*	**Telehealth and Telephonic Training for IHS and 638 Providers** *General telehealth/telephonic policies and definitions, billing, claims, and the "four walls" and their applicability to telehealth/telephonic services.*
IHS/638 Tribal Forum	
Wednesday, November 4th, 2020 **2:00 p.m. – 3:30 p.m.** *Zoom Registration Link*	**IHS/638 Quarterly Forum** *Discussion of policy updates, changes, or challenges AHCCCS and the IHS Facilities are experiencing.* ***Session will be held via Zoom Only***

Information for New Providers	
Monday, October 5th, 2020 **10:00 a.m. — 10:30 a.m.** *Zoom Registration Link*	**Useful Materials for Providers** *Signing up for Constant Contacts; The Claims Clues Newsletter; The Provider Billing Manuals and the AHCCCS Medical Policy Manual (AMPM)* ***Session will be held via Zoom Only***
Thursday, October 8th, 2020 **10:00 a.m. — 10:30 a.m.** *Zoom Registration Link*	**Verifying Member Enrollment/Eligibility (AHCCCS Online Provider Portal)** *The purpose of this training is to demonstrate how to confirm a member's enrollment and eligibility status by using the AHCCCS Online Provider Portal.* ***Session will be held via Zoom Only***
Tuesday, October 13th, 2020 **1:00 p.m. — 1:30 p.m.** *Zoom Registration Link*	**Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)** *How to verify the status and request a prior authorization using the AHCCCS Online Provider Portal.* ***Session will be held via Zoom Only***
Wednesday, October 14th, 2020 **10:00 a.m. — 10:30 a.m.** *Zoom Registration Link*	**Claim Submission using the AHCCCS Online Provider Portal** *How to submit a claim using the AHCCCS Online Provider Portal. Please note, this is a general training meant to educate providers on how to use the AHCCCS Online Provider Portal to submit claims in general. It is not a 'how to' training on how to bill. Examples of all three claim types (Institutional, Professional and Dental) available on the AHCCCS Online Provider Portal shall be reviewed.* ***Session will be held via Zoom Only***
Thursday, October 15th, 2020 **10:00 a.m. — 10:30 a.m.** *Zoom Registration Link*	**Submitting Documentation using the Transaction Insight Portal** *Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO).* ***Session will be held via Zoom Only***
Monday, October 19th, 2020 **10:00 a.m. — 10:30 a.m.** *Zoom Registration Link*	**Documentation for Claims Submission and Concurrent Review** *This training covers the responsibility of providers to submit required documentation with claims, and to respond to AHCCCS requests for documentation for concurrent review.* *NOTE: This training does not cover 'how to use' the Transaction Insight Portal.* ***Session will be held via Zoom Only***
Tuesday, October 20th, 2020 **10:00 a.m. — 10:30 a.m.** *Zoom Registration Link*	**Checking a Claim Status using the AHCCCS Online Provider Portal** *How to verify the status of a submitted claim.* ***Session will be held via Zoom Only***
Thursday, October 22nd, 2020 **10:00 a.m. — 10:30 a.m.** *Zoom Registration Link*	**Verifying Member Enrollment/Eligibility (AHCCCS Online Provider Portal)** *The purpose of this training is to demonstrate how to confirm a member's enrollment and eligibility status by using the AHCCCS Online Provider Portal.* ***Session will be held via Zoom Only***
Monday, October 26th, 2020 **10:00 a.m. — 10:30 a.m.** *Zoom Registration Link*	**Claim Submission for FQHCs (AHCCCS Online Provider Portal)** *How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training is for FQHCs.* ***Session will be held via Zoom Only***

Tuesday, October 27th, 2020 **10:00 a.m. — 10:30 a.m.** *Zoom Registration Link*	**Professional Claim Submission (AHCCCS Online Provider Portal)** *How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training reviews professional claims.* ***Session will be held via Zoom Only***
Tuesday, October 27th, 2020 **11:00 a.m. — 11:30 a.m.** *Zoom Registration Link*	**Institutional Claim Submission (AHCCCS Online Provider Portal)** *How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training reviews institutional claims.* ***Session will be held via Zoom Only***
Wednesday, October 28th, 2020 **10:00 a.m. — 10:30 a.m.** *Zoom Registration Link*	**Dental Claim Submission (AHCCCS Online Provider Portal)** *How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training is for dental providers.* ***Session will be held via Zoom Only***
Thursday, November 12th, 2020 **1:00 p.m. — 1:30 p.m.** *Zoom Registration Link*	**Submitting Documentation using the Transaction Insight Portal** *Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO).* ***Session will be held via Zoom Only***
Thursday, November 12th, 2020 **10:00 a.m. — 10:30 a.m.** *Zoom Registration Link*	**Documentation for Claims Submission and Concurrent Review** *This training covers the responsibility of providers to submit required documentation with claims, and to respond to AHCCCS requests for documentation for concurrent review.* *NOTE: This training does not cover 'how to use' the Transaction Insight Portal.* ***Session will be held via Zoom Only***
Tuesday, December 1st , 2020 **10:00 a.m. — 10:30 a.m.** *Zoom Registration Link*	**Submitting a Request for Prior Authorization** *How to verify the status and request a prior authorization using the AHCCCS Online Provider Portal.* ***Session will be held via Zoom Only***
Thursday, December 3rd, 2020 **10:00 a.m. — 10:30 a.m.** *Zoom Registration Link*	**Claim Submission using the AHCCCS Online Provider Portal** *How to submit a claim using the AHCCCS Online Provider Portal. Please note, this is a general training meant to educate providers on how to use the AHCCCS Online Provider Portal to submit claims in general. It is not a 'how to' training on how to bill. Examples of all three claim types (Institutional, Professional and Dental) available on the AHCCCS Online Provider Portal shall be reviewed.* ***Session will be held via Zoom Only***
Friday, December 4th, 2020 **10:00 a.m. — 10:30 a.m.** *Zoom Registration Link*	**Submitting Documentation using the Transaction Insight Portal** *Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO).* ***Session will be held via Zoom Only***
Wednesday, December 9th, 2020 **10:00 a.m. — 10:30 a.m.** *Zoom Registration Link*	**Documentation for Claims Submission and Concurrent Review** *This training covers the responsibility of providers to submit required documentation with claims, and to respond to AHCCCS requests for documentation for concurrent review.* *NOTE: This training does not cover 'how to use' the Transaction Insight Portal.* ***Session will be held via Zoom Only***
Thursday, December 10th, 2020 **10:00 a.m. — 10:30 a.m.** *Zoom Registration Link*	**Checking a Claim Status using the AHCCCS Online Provider Portal** *How to verify the status of a submitted claim.* ***Session will be held via Zoom Only***

Reviewing the Remittance Advice	
Friday, October 2ⁿᵈ, 2020 **9:30 a.m. — 10:30 a.m.** *Zoom Registration Link*	**AHCCCS Remittance Advice** *Understanding the Remittance Advice* ***Session will be held via Zoom Only***
Monday, November 9ᵗʰ, 2020 **9:30 a.m. — 10:30 a.m.** *Zoom Registration Link*	**AHCCCS Remittance Advice** *Understanding the Remittance Advice* ***Session will be held via Zoom Only***
Office of Administrative Services (OALS) Claims Disputes Overview	
Thursday, October 1ˢᵗ , 2020 **10:15 a.m. — 11:15 a.m.** *Zoom Registration Link*	**OALS Claims Disputes Overview** *An overview of what are valid claim disputes, ways to resolve disputes, the timeframes involved, and edit denial reasons.* ***Session will be held via Zoom Only***
Wednesday, October 21ˢᵗ , 2020 **10:00 a.m. — 11:00 a.m.** *Zoom Registration Link*	**OALS Claims Disputes Overview** *An overview of what are valid claim disputes, ways to resolve disputes, the timeframes involved, and edit denial reasons.* ***Session will be held via Zoom Only***
Tuesday, November 10ᵗʰ, 2020 **10:00 a.m. — 11:00 a.m.** *Zoom Registration Link*	**OALS Claims Disputes Overview** *An overview of what are valid claim disputes, ways to resolve disputes, the timeframes involved, and edit denial reasons.* ***Session will be held via Zoom Only***
Behavioral Health Residential Facility (BHRF) Training	
Tuesday, October 13ᵗʰ, 2020 **9:30 a.m. — 11:00 a.m.** *Zoom Registration Link*	**Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training** *BHRF Policy overview and How to submit a PA request for BHRF providers only.* ***Session will be held via Zoom Only***
Tuesday, November 17ᵗʰ, 2020 **9:30 a.m. — 11:00 a.m.** *Zoom Registration Link*	**Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training** *BHRF Policy overview and How to submit a PA request for BHRF providers only.* ***Session will be held via Zoom Only***
Tuesday, December 15ᵗʰ, 2020 **9:30 a.m. — 11:00 a.m.** *Zoom Registration Link*	**Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training** *BHRF Policy overview and How to submit a PA request for BHRF providers only.* ***Session will be held via Zoom Only***
General Direct Care Agency (DCA) Worker Training	

Thursday, November 19th, 2020 **9:30 a.m. — 10:30 a.m.** ***Zoom Registration Link***	**General Direct Care Agency (DCA) Worker Training : Audit Tool** *The purpose of this training is to provide an overview of the Direct Care Agency Audit Tool, which aims to help ensure the safety of members and the Quality of Care they are receiving.* ***Session will be held via Zoom Only***
NEMT Trip Report, Updates and Reminders	
Wednesday, November 18th, 2020 **9:30 a.m. — 10:30 a.m.** ***Zoom Registration Link***	**AHCCCS NEMT Trip Report, Updates** *How to fill out an NEMT Daily Trip Report, NEMT Updates and NEMT Billing Reminders* ***Session will be held via Zoom Only***
Wednesday, December 2nd, 2020 **9:30 a.m. — 10:30 a.m.** ***Zoom Registration Link***	**AHCCCS NEMT Trip Report, Updates** *How to fill out an NEMT Daily Trip Report, NEMT Updates and NEMT Billing Reminders* ***Session will be held via Zoom Only***