

Provider Training Schedule Third 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.

***Participants MUST REGISTER in advance to participate in trainings.
Click on Zoom Registration Link below to sign up.**

IHS 638 Nursing Facility Updates	
<p>Thursday, September 24th, 2020 10:00 a.m. — 10:30 a.m. Zoom Registration Link</p>	<p><u>IHS 638 Nursing Facility Updates</u> <i>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.</i> <i>Session will be held via Zoom Only</i></p>
<p>Wednesday, September 30th, 2020 1:00 p.m. — 1:30 p.m. Zoom Registration Link</p>	<p><u>IHS 638 Nursing Facility Updates</u> <i>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.</i> <i>Session will be held via Zoom Only</i></p>
Alternate Care Site (ACS) Training	
<p>Tuesday, August 11th, 2020 10:00 a.m. — 10:30 a.m. Zoom Registration Link</p>	<p><u>Alternate Care Site (ACS) Training</u> <i>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.</i> <i>Session will be held via Zoom Only</i></p>
<p>Thursday, August 13th, 2020 1:00 p.m. – 1:30 p.m. Zoom Registration Link</p>	<p><u>Alternate Care Site (ACS) Training</u> <i>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</i></p>

	<p><i>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.</i></p> <p><i>Session will be held via Zoom Only</i></p>
<p>Wednesday, August 19th, 2020 1:00 p.m. – 1:30 p.m. Zoom Registration Link</p>	<p><u>Alternate Care Site (ACS) Training</u></p> <p><i>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.</i></p> <p><i>Session will be held via Zoom Only</i></p>
<p>Friday, August 21st, 2020 1:00 p.m. – 1:30 p.m. Zoom Registration Link</p>	<p><u>Alternate Care Site (ACS) Training</u></p> <p><i>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.</i></p> <p><i>Session will be held via Zoom Only</i></p>
<p>Tuesday, August 25th, 2020 1:00 p.m. – 1:30 p.m. Zoom Registration Link</p>	<p><u>Alternate Care Site (ACS) Training</u></p> <p><i>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.</i></p> <p><i>Session will be held via Zoom Only</i></p>
<p>Friday, August 28th, 2020 10:00 a.m. to 10:30 a.m. Zoom Registration Link</p>	<p><u>Alternate Care Site (ACS) Training</u></p> <p><i>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.</i></p> <p><i>Session will be held via Zoom Only</i></p>
<p>Thursday, September 3rd, 2020 10:00 a.m. – 10:30 a.m. Zoom Registration Link</p>	<p><u>Alternate Care Site (ACS) Training</u></p> <p><i>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.</i></p> <p><i>Session will be held via Zoom Only</i></p>
<p>Tuesday, September 8th, 2020 10:00 a.m. – 10:30 a.m. Zoom Registration Link</p>	<p><u>Alternate Care Site (ACS) Training</u></p> <p><i>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.</i></p> <p><i>Session will be held via Zoom Only</i></p>

<p>Friday, September 18th, 2020 10:00 a.m. — 10:30 a.m. Zoom Registration Link</p>	<p><u>Alternate Care Site (ACS) Training</u> <i>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.</i> <i>Session will be held via Zoom Only</i></p>
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<p>Prior Authorization and Concurrent Review Updates</p>	
<p>Wednesday, August 12th, 2020 10:00 a.m. — 11:00 a.m. Zoom Registration Link</p>	<p><u>AHCCCS COVID-19 Prior Authorization and Concurrent Review Updates</u> <i>FFS Prior Authorization requirements lifted due to COVID-19.</i> <i>Session will be held via Zoom Only</i></p>
<p>Wednesday, September 2nd, 2020 10:00 a.m. — 11:00 a.m. Zoom Registration Link</p>	<p><u>AHCCCS COVID-19 Prior Authorization and Concurrent Review Updates</u> <i>FFS Prior Authorization requirements lifted due to COVID-19.</i> <i>Session will be held via Zoom Only</i></p>
<p>Tuesday, September 22nd, 2020 10:00 a.m. — 11:00 a.m. Zoom Registration Link</p>	<p><u>AHCCCS COVID-19 Prior Authorization and Concurrent Review Updates</u> <i>FFS Prior Authorization requirements lifted due to COVID-19.</i> <i>Session will be held via Zoom Only</i></p>
<p>Telehealth Training</p>	
<p>Tuesday, July 14th, 2020 10:00 a.m. — 11:00 a.m. Zoom Registration Link</p>	<p><u>General Telehealth Training (In Depth Policy Overview and Billing for FFS Providers)</u> <i>Overview of general telehealth/telephonic policies and definitions, billing, and claims submissions.</i> <i>Session will be held via Zoom</i></p>
<p>Tuesday, July 21st, 2020 1:00 p.m. — 2:00 p.m. Zoom Registration Link</p>	<p><u>Telehealth and Telephonic Training for IHS and 638 Providers</u> <i>General telehealth/telephonic policies and definitions, billing, claims, and the "four walls" and their applicability to telehealth/telephonic services.</i></p>

	<i>Session will be held via Zoom Only</i>
<p>Tuesday, July 28th, 2020 1:00 p.m. — 2:00 p.m. Zoom Registration Link</p>	<p>Telehealth and Telephonic Training for IHS and 638 Providers <i>General telehealth/telephonic policies and definitions, billing, claims, and the "four walls" and their applicability to telehealth/telephonic services.</i></p> <p><i>Session will be held via Zoom Only</i></p>
<p>Monday, August 17th, 2020 1:00 p.m. — 2:00 p.m. Zoom Registration Link</p>	<p>General Telehealth Training (In Depth Policy Overview and Billing for FFS Providers) <i>Overview of general telehealth/telephonic policies and definitions, billing, and claims submissions.</i></p> <p><i>Session will be held via Zoom Only</i></p>
<p>Tuesday, August 18th, 2020 1:00 p.m. — 2:00 p.m. Zoom Registration Link</p>	<p>Telehealth and Telephonic Training for IHS and 638 Providers <i>General telehealth/telephonic policies and definitions, billing, claims, and the "four walls" and their applicability to telehealth/telephonic services.</i></p>
<p>Wednesday, September 16th, 2020 1:00 p.m. — 2:00 p.m. Zoom Registration Link</p>	<p>General Telehealth Training (In Depth Policy Overview and Billing for FFS Providers) <i>Overview of general telehealth/telephonic policies and definitions, billing, and claims submissions.</i></p> <p><i>Session will be held via Zoom Only</i></p>
<p>Thursday, September 17th, 2020 1:00 p.m. — 2:00 p.m. Zoom Registration Link</p>	<p>Telehealth and Telephonic Training for IHS and 638 Providers <i>General telehealth/telephonic policies and definitions, billing, claims, and the "four walls" and their applicability to telehealth/telephonic services.</i></p> <p><i>Session will be held via Zoom Only</i></p>
IHS/638 Tribal Forum	
<p>Tuesday, August 4th, 2020 02:00 p.m. — 03:30 p.m. Zoom Registration Link</p>	<p>IHS/638 Quarterly Forum <i>Discussion of policy updates, changes, or challenges AHCCCS and the IHS Facilities are experiencing.</i></p> <p><i>Session will be held via Zoom Only</i></p>
Information for New Providers	
<p>Thursday, July 23rd, 2020 10:00 a.m. — 10:30 a.m. Zoom Registration Link</p>	<p>Verifying Member Enrollment/Eligibility (AHCCCS Online Provider Portal) <i>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.</i></p> <p><i>Session will be held via Zoom Only</i></p>
<p>Wednesday, August 5th, 2020 10:00 a.m. — 10:30 a.m. Zoom Registration Link</p>	<p>Submitting a Request for Prior Authorization <i>How to verify the status and request a prior authorization using the AHCCCS Online Provider Portal.</i></p> <p><i>Session will be held via Zoom Only</i></p>
<p>Thursday, August 6th, 2020 10:00 a.m. — 10:30 a.m. Zoom Registration Link</p>	<p>Claim Submission using the AHCCCS Online Provider Portal <i>How to submit a claim using the AHCCCS Online Provider Portal.</i></p> <p><i>Session will be held via Zoom Only</i></p>

<p>Wednesday, September 9th, 2020 10:00 a.m. — 10:30 a.m. Zoom Registration Link</p>	<p><u>Submitting Documentation using the Transaction Insight Portal</u> <i>Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO). Session will be held via Zoom Only</i></p>
<p>Thursday, September 10th, 2020 10:00 a.m. — 10:30 a.m. Zoom Registration Link</p>	<p><u>Checking a Claim Status using the AHCCCS Online Provider Portal</u> <i>How to verify the status of a submitted claim. Session will be held via Zoom Only</i></p>
Reviewing the Remittance Advice	
<p>Monday, August 31st, 2020 9:30 a.m. — 10:30 a.m. Zoom Registration Link</p>	<p><u>AHCCCS Remittance Advice</u> <i>Understanding the Remittance Advice Session will be held via Zoom Only</i></p>
Office of Administrative Services (OALS) Claims Disputes Overview	
<p>Wednesday, July 15th, 2020 10:15 a.m. — 11:15 a.m. Zoom Registration Link</p>	<p><u>OALS Claims Disputes Overview</u> <i>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</i></p>
<p>Tuesday, September 29th, 2020 10:00 a.m. — 11:00 a.m. Zoom Registration Link</p>	<p><u>OALS Claims Disputes Overview</u> <i>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</i></p>
Behavioral Health Residential Facility (BHRF) Training	
<p>Monday, August 3rd, 2020 9:30 a.m. — 11:00 a.m. Zoom Registration Link</p>	<p><u>Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training</u> <i>BHRF Policy overview and How to submit a PA request for BHRF providers only. Session will be held via Zoom Only</i></p>
<p>Tuesday, September 15th, 2020 9:30 a.m. — 11:00 a.m. Zoom Registration Link</p>	<p><u>Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training</u> <i>BHRF Policy overview and How to submit a PA request for BHRF providers only. Session will be held via Zoom Only</i></p>
General Direct Care Agency (DCA) Worker Training	
<p>Thursday, July 30th, 2020 9:30 a.m. — 10:30 a.m. Zoom Registration Link</p>	<p><u>General Direct Care Agency (DCA) Worker Training : Audit Tool</u> <i>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</i></p>

<p>Wednesday, August 26th, 2020 9:30 a.m. — 10:30 a.m. Zoom Registration Link</p>	<p><u>General Direct Care Agency (DCA) Worker Training : Audit Tool</u> <i>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.</i> <i>Session will be held via Zoom Only</i></p>
<p>Monday, September 28th, 2020 9:30 a.m. — 10:30 a.m. Zoom Registration Link</p>	<p><u>General Direct Care Agency (DCA) Worker Training : Audit Tool</u> <i>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.</i> <i>Session will be held via Zoom Only</i></p>
<p>NEMT Trip Report, Updates and Reminders</p>	
<p>Monday, July 27th, 2020 9:30 a.m. — 10:30 a.m. Zoom Registration Link</p>	<p><u>AHCCCS NEMT Trip Report, Updates</u> <i>How to fill out an NEMT Daily Trip Report, NEMT Updates and NEMT Billing Reminders</i> <i>Session will be held via Zoom Only</i></p>
<p>Monday August 24th, 2020 9:30 a.m. — 10:30 a.m. Zoom Registration Link</p>	<p><u>AHCCCS NEMT Trip Report, Updates</u> <i>How to fill out an NEMT Daily Trip Report, NEMT Updates and NEMT Billing Reminders</i> <i>Session will be held via Zoom Only</i></p>