



AHCCCS Online Provider Portal Master Account Holder

November 2022

About this Course

This course will provide guidance for master account holders on the AHCCCS Online Provider Portal, including how to set up an account, master account holder responsibilities and frequently asked questions.

Please note that these materials are designed for Fee-for-Service programs, including the American Indian Health Program (AIHP), Tribal Regional Behavioral Health Authorities (TRBHAs), and Tribal Arizona Long Term Care Services (ALTCS).

For technical assistance with the AHCCCS Online Provider Portal, please email the AHCCCS ISD Customer Support Desk at servicedesk@azahcccs.gov

Master Account Holder

When a newly registered provider registers with the AHCCCS Online Provider Portal for the first time **the user must request designation as the master account holder.**

Note: The master account holder is typically the first employee or agent to register an account from that provider.

However, another user can be designated as the master account holder at the provider's request. There can be multiple master account holders.

How To Create a Master Account

The first person to create an account for an organization will be prompted to be a master account holder. This person will be responsible for maintaining all other accounts under the same Provider ID.

This includes:

- Activating new accounts,
- Removing accounts for those no longer working for the organization,
- Upgrading individual accounts to master accounts,
- Granting access to specific areas of the website,

How To Create a Master Account (cont.)

The master account holder will be responsible for maintaining all other accounts under the same Provider ID.

This includes:

- updating account information,
- sending password recovery emails to account holders who may have been locked out of the website, and
- ensuring all account holders abide by the Terms of Use for the website.

All individuals who create a new account after the master account has been created will automatically be created as individual accounts.

Master Account Holder

Once the master account holder's account has been *“registered”*, the following will occur:

1. AHCCCS will send the master account holder an activation letter with a temporary password and authentication code via USPS within 10 business days to the provider's correspondence address on file.
2. The master account holder will enter the authentication code into the AHCCCS Online Provider Portal **exactly** as shown in the activation letter. The master account holder will then change their temporary password to a new password.

Master Account Holder (cont.)

Once the master account holder's account has been *“registered”*, the following will occur:

3. After the master account holder is set up, other employees and agents of the newly registered provider (such as a biller) may then register for an account on AHCCCS Online Provider Portal.
4. At that point, *it will be the master account holder's responsibility to change that user's account settings to ensure they have been granted the appropriate access* to the subsystems that are directly related to that user's specific employment related duties.

Master Account Holder

The Master Account Holder is responsible for granting *other users within their office/hospital/clinic/provider organization* their user permissions within the AHCCCS Online Provider Portal.

Please note, that if a Master Account Holder *leaves* an organization (changes jobs, retires, resigns, etc.) that a *new* Master Account Holder needs to be designated.

- If this is not done, then new users will not have the settings they need to submit claims, prior authorizations, check eligibility status, etc.

Please keep your login information safe and remember account information may not be shared. <https://azweb.statemedicaid.us>



Master Account Holder FAQs

Master Account Holder FAQs

Why can't I log in?

New accounts must be activated before they can be used.

For master accounts, the authentication code is required, and must be used within 15 days of the account registration.

For individual accounts, the master account holder must activate the account and assign the appropriate permissions within the website.

Master Account Holder FAQs

Can there be more than one master account for each provider?

Yes. There is no restriction on the number of master accounts permitted for a provider. It is highly recommended that each provider have at least two master account holders to prevent interruption of service in the event one of the master account holders leaves the organization or is on extended leave.

Master Account Holder FAQs

How do I upgrade an individual account to a master account?

To upgrade an individual account to a master account, login to the website using the master account credentials and click on the ***Admin*** link on the lower left-hand side of the webpage, under the ***Account Information*** section. Select the user you wish to upgrade from the ***Active Users*** drop down list. Once selected, click the ***Upgrade to Master Account*** button.

Master Account Holder FAQs

My correspondence address is incorrect or not listed. What is my next step?

If the correct correspondence address is not on file, the provider must correct the address in the [AHCCCS Provider Enrollment Portal \(APEP\)](#) before requesting an authentication code.

As a security measure for AHCCCS Online Provider Portal, the address you select from the drop-down list is used to mail the authentication code for master account holders.

Did you know? Providers can verify their correspondence, pay-to and service location addresses using the AHCCCS Online Provider Portal.

Master Account Holder FAQs

I have just created a Master Account. How long will it take for my authentication code to be mailed to me?

When a master account is created, the authentication code is mailed out the following business day via USPS. The letter is sent to the correspondence address selected when the account was created.

If you have not received your code within **10** business days, please contact Provider Assistance by emailing your request to servicedesk@azahcccs.gov. Please do not include personal or sensitive information such as usernames or passwords.

NOTE: As a security protocol, AHCCCS will NOT provide the activation code via text, email, phone call or fax.

Master Account Holder FAQs

I received my authentication code, but it is not accepting it. What am I doing wrong?

The authentication code must be entered **exactly** as it appears in the activation letter. Failure to activate the account within **15** days of creation will result in an expired authentication code.

If the activation code has expired providers can send an email request to servicedesk@azahcccs.gov to request a new activation code. In the subject line please include the phrase, "***expired authentication code***".

Master Account Holder FAQs

When do account passwords expire?

All passwords are set to expire after **45** days for both Individual and Master accounts.

If you are not a master account holder, you have two options to reset your password:

- You can contact your Master Account holder to unlock your account, or
- Use the Password Recovery feature.

Master Account Holder FAQs

Where do I find additional master account holder information?

Additional information regarding master and individual accounts, in addition to basic questions regarding the use of the AHCCCS Online Provider Portal can be found on the [AHCCCS Online Portal FAQ webpage](#).



DFSM Provider Training and Education Unit

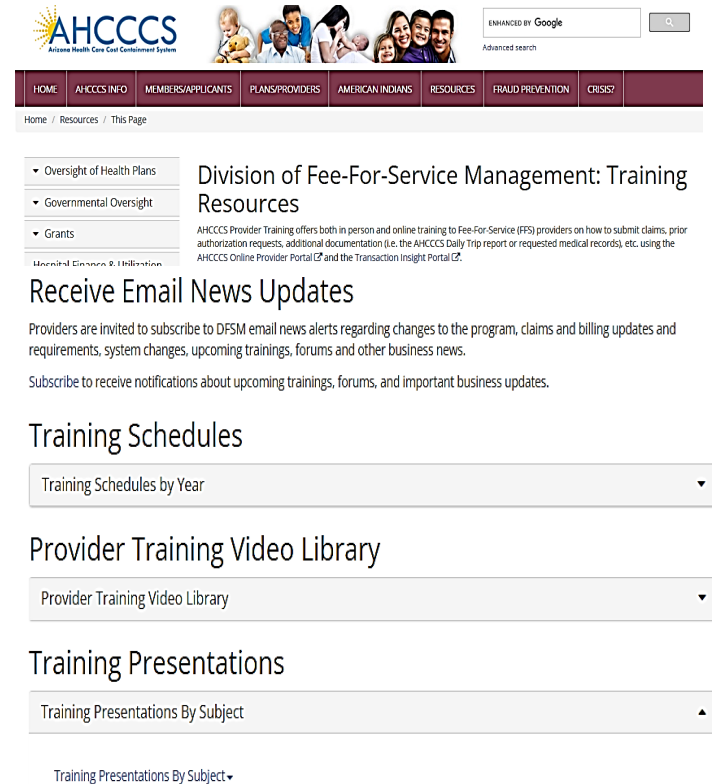
Provider Education And Training

- The DFSM Provider Training team offers training webinars and videos on many topics including how to submit and status claims and prior authorization requests, using the AHCCCS Online Provider Portal for the FFS programs including AIHP, TRBHAs and Tribal ALTCS.
- The training team also provides training on the Transaction Insight Portal application that is used to submit supporting claims documentation i.e., the AHCCCS Daily Trip report, explanations of benefits, medical records and more.
- We also offer updates to program changes, system updates, and changes to the AHCCCS policy, guides, and manuals.



Provider Education And Training Schedule

- The quarterly provider training schedules are posted to the provider training webpage. Registration is required to attend the scheduled trainings.
- To register, click the link below, select Training Schedule by Year, select the current quarter, and then select the training of your choice and complete the required information fields and submit.
- In addition to the training webinars the Provider Education team is available to assist providers with additional one-one training needs.
- https://www.azahcccs.gov/Resources/Training/DFSM_Training.html



The screenshot displays the AHCCCS website interface. At the top, there is a navigation bar with the AHCCCS logo and a search bar. Below the navigation bar, there are several menu items: HOME, AHCCCS INFO, MEMBERS/APPLICANTS, PLANS/PROVIDERS, AMERICAN INDIANS, RESOURCES, FRAUD PREVENTION, and CRISIS. The main content area features a section titled "Division of Fee-For-Service Management: Training Resources" with a sub-section for "Receive Email News Updates". Below this, there are three dropdown menus: "Training Schedules by Year", "Provider Training Video Library", and "Training Presentations".

Education And Training Questions

- **Rates** - Questions on AHCCCS FFS rates should be directed to the rates team at FFSRates@azahcccs.gov
- **Coding** - Questions on AHCCCS Coding should be directed to the coding team at CodingPolicyQuestions@azahcccs.gov
- **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.
- **Note:** The Provider Training and the Coding teams cannot instruct providers on how to code or bill for a particular service. Providers should direct coding questions to your professional coder or biller.
 - Providers can email the provider training team at: providertrainingffs@azahcccs.gov

AHCCCS Call Center

For claims questions that cannot be resolved on the AHCCCS Online Provider Portal, please outreach the AHCCCS Call Center at:

- Phone: (602) 417-7670 – Select Option 4
- From: Monday – Friday from 7:30am – 5:00pm (Phoenix Time).

The AHCCCS Call Center can assist with:

- Complex claim details regarding a claim status;
- Providing general information regarding denied claims; and
- Providing general information about claims in a pend status.

The AHCCCS Call Center cannot assist with the following: Rates, CPT/HCPCS codes and modifiers, billing questions, the address a check was mailed to and payment details for approved claims.

Questions?

Thank You.