

## DFSM Provider Training Schedule Fourth Quarter 2022

The Division of Fee-For-Service Management Provider Training Unit holds virtual training sessions for AHCCCS providers. All training sessions are held via ZOOM. To participate in a training session providers must register in advance..

1. The Zoom registration link assigned to each session will direct you to the registration page, complete the registration form to sign up for the session. You will receive a confirmation email with the meeting password and instructions for joining the meeting. If you do not see this email, check your junk/spam folders.
2. To join the meeting, click on the URL. Next, select "Open Zoom Meeting". After entering the meeting, you can select the "Call in option". Click on the "up arrow" next to the **microphone** icon, select "phone and audio" to view the list of audio conference (phone) number options.

Zoom training reminders are emailed via DFSM Email Alerts prior to the scheduled training. The training schedule is subject to change and participants will be notified of any changes via the DFSM Email Alerts.

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October 2022	
<b>Monday</b> <b>10/3/2022</b> <b>10:00-11:00 am</b> <a href="#">Zoom Registration Link</a>	<p><b><u>Participating Provider Reporting Requirements</u></b></p> <p><i>This training reviews the reporting requirements for AHCCCS provider types Integrated clinics (Provider Type IC), behavioral health outpatient clinics (Provider Type 77), and clinics (Provider Type 05).</i></p> <p><i><a href="#">Session will be held via Zoom Only</a></i></p>
<b>Tuesday</b> <b>10/4/2022</b> <b>10:00 - 11:00 am</b> <a href="#">Zoom Registration Link</a>	<p><b><u>Submitting Documentation using the Transaction Insight Portal</u></b></p> <p><i>Submitting supporting documents for a claim using the <a href="#">Transaction Insight Portal (TIBCO)</a>.</i></p> <p><i><a href="#">Session will be held via Zoom Only</a></i></p>
<b>Wednesday</b> <b>10/5/2022</b> <b>10:00-11:00 am</b> <a href="#">Zoom Registration Link</a>	<p><b><u>IHS/638 Tribal Providers Billing The All-Inclusive Rate</u></b></p> <p><i>This training covers services billed under the All Inclusive Rate for IHS/638 Tribal providers.</i></p> <p><i><a href="#">Session will be held via Zoom Only</a></i></p>
<b>Thursday</b> <b>10/6/2022</b> <b>10:00-11:00 am</b> <a href="#">Zoom Registration Link</a>	<p><b><u>AHCCCS NEMT Trip Report, Updates</u></b></p> <p><i>How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.</i></p> <p><i><a href="#">Session will be held via Zoom Only</a></i></p>
<b>Tuesday</b> <b>10/11/2022</b> <b>10:00-11:00 am</b> <a href="#">Zoom Registration Link</a>	<p><b><u>Third Party Liability (TPL)</u></b></p> <p><i>What is Third Party Liability (TPL) and things providers should consider regarding claim submissions when a member has TPL/Medicare.</i></p> <p><i><a href="#">Session will be held via Zoom Only</a></i></p>
<b>Wednesday</b> <b>10/12/2022</b> <b>10:00-11:00 am</b> <a href="#">Zoom Registration Link</a>	<p><b><u>AHCCCS Remittance Advice</u></b></p> <p><i>Understanding the Remittance Advice.</i></p> <p><i><a href="#">Session will be held via Zoom Only</a></i></p>
<b>Thursday</b> <b>10/13/2022</b> <b>9:30-11:00 am</b> <a href="#">Zoom Registration Link</a>	<p><b><u>Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training</u></b></p> <p><i>BHRF Policy overview and How to submit a PA request for BHRF providers only.</i></p> <p><i><a href="#">Session will be held via Zoom Only</a></i></p>

<p>Tuesday 10/18/2022 10:00-11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)</u></b> How to verify the status and request a prior authorization using the <a href="#">AHCCCS Online Provider Portal</a>. <i>Session will be held via Zoom Only</i></p>
<p>Wednesday 10/19/2022 10:00-11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>Documentation for Claims Submission and Concurrent Review</u></b> 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. <i>Session will be held via Zoom Only</i></p>
<p>Thursday 10/20/2022 10:00-11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>Office of General Counsel (OGC) Claims Disputes Overview</u></b> An overview of what are valid claim disputes, ways to resolve disputes, the time frames involved, and edit denial reasons. <i>Session will be held via Zoom Only</i></p>
<p>Monday 10/24/2022 10:00 - 11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>IHS/638 Tribal Providers Billing The All-Inclusive Rate</u></b> This training covers services billed under the All Inclusive Rate for IHS/638 Tribal providers. <i>Session will be held via Zoom Only</i></p>
<p>Tuesday 10/25/2022 10:00-11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>General Direct Care Agency (DCA) Worker Training: Audit Tool</u></b> 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>Session will be held via Zoom Only</i></p>
<p>Wednesday 10/26/2022 9:30-11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training</u></b> BHRF Policy overview and How to submit a PA request for BHRF providers only. <i>Session will be held via Zoom Only</i></p>
<p>Thursday 10/27/2022 10:00-11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>AHCCCS NEMT Trip Report, Updates</u></b> How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders. <i>Session will be held via Zoom Only</i></p>
<p>Monday 10/31/2022 10:00 - 11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>Participating Provider Reporting Requirements</u></b> This training reviews the reporting requirements for AHCCCS provider types Integrated clinics (Provider Type IC), behavioral health outpatient clinics (Provider Type 77), and clinics (Provider Type 05). <i>Session will be held via Zoom Only</i></p>
<b>November 2022</b>	
<p>Tuesday 11/1/2022 10:00-11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>Submitting Documentation using the Transaction Insight Portal</u></b> Submitting supporting documents for a claim using the Transaction Insight Portal (TIBCO). <i>Session will be held via Zoom Only</i></p>
<p>Wednesday 11/2/2022 10:00-11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>IHS/638 Providers Billing The All-Inclusive Rate</u></b> This training covers services billed under the All Inclusive Rate for IHS/638 Tribal providers. <i>Session will be held via Zoom Only</i></p>
<p>Thursday 11/3/2022 10:00-11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>AHCCCS Remittance Advice</u></b> Understanding the Remittance Advice. <i>Session will be held via Zoom Only</i></p>

<p><b>Monday</b> 11/7/2022 9:30-11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training</u></b> <i>BHRF Policy overview and How to submit a PA request for BHRF providers only.</i> <b><i>Session will be held via Zoom Only</i></b></p>
<p><b>Tuesday</b> 11/8/2022 10:00-11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>AHCCCS NEMT Trip Report, Updates</u></b> <i>How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.</i> <b><i>Session will be held via Zoom Only</i></b></p>
<p><b>Wednesday</b> 11/9/2022 2:00-3:30 pm <a href="#">Zoom Registration Link</a></p>	<p><b><u>IHS/638 Quarterly Billing Forum</u></b> <i>Discussion of policy updates, changes, or challenges AHCCCS and the IHS Facilities are experiencing.</i> <b><i>Session will be held via Zoom Only</i></b></p>
<p><b>Monday</b> 11/14/2022 10:00-11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>Professional Claim Submission (AHCCCS Online Provider Portal)</u></b> <i>How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training reviews professional claims. Professional Claim Form Submission.</i> <b><i>Session will be held via Zoom Only</i></b></p>
<p><b>Tuesday</b> 11/15/2022 10:00-11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>General Direct Care Agency (DCA) Worker Training: Audit Tool</u></b> <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> <b><i>Session will be held via Zoom Only</i></b></p>
<p><b>Wednesday</b> 11/16/2022 10:00-11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>Institutional Claim Form Submission</u></b> <i>How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training reviews institutional claims.</i> <b><i>Session will be held via Zoom Only</i></b></p>
<p><b>Thursday</b> 11/17/2022 10:00-11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>Dental Claim Form Submission</u></b> <i>How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training is for dental providers.</i> <b><i>Session will be held via Zoom Only</i></b></p>
<p><b>Monday</b> 11/21/2022 10:00-11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>IHS/638 Tribal Facility Billing Guide Ambulatory Surgery Center (ASC)</u></b> <i>This training material is designed for IHS/638 Tribal providers only and provides general billing and claim submission guidance for services performed in an Ambulatory Surgery Center setting.</i> <b><i>Session will be held via Zoom Only</i></b></p>
<p><b>Tuesday</b> 11/22/2022 10:00-11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>AHCCCS NEMT Trip Report, Updates</u></b> <i>How to fill out an NEMT Daily Trip Report. NEMT Updates and NEMT Billing Reminders.</i> <b><i>Session will be held via Zoom Only</i></b></p>
<p><b>Monday</b> 11/28/2022 10:00-11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)</u></b> <i>How to verify the status and request a prior authorization using the <a href="#">AHCCCS Online Provider Portal</a>.</i> <b><i>Session will be held via Zoom Only</i></b></p>
<p><b>Tuesday</b> 11/29/2022 9:30 -11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training</u></b> <i>BHRF Policy overview and How to submit a PA request for BHRF providers only.</i> <b><i>Session will be held via Zoom Only</i></b></p>

<p>Wednesday 11/30/2022 10:00-11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>OGC (Office of General Counsel) Claims Disputes Overview</u></b> <i>An overview of what are valid claim disputes, how to resolve denials prior to the claims dispute process, edit denial reasons codes and the Federal Emergency Services (FES) Program is also covered.</i> <i>Session will be held via Zoom Only</i></p>
<p><b>December 2022</b></p>	
<p>Thursday 12/1/2022 10:00-11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>IHS/638 Providers Billing The All-Inclusive Rate</u></b> <i>This training covers services billed under the All Inclusive Rate for IHS/638 Tribal providers.</i> <i>Session will be held via Zoom Only</i></p>
<p>Tuesday 12/6/2022 10:00-11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>Participating Provider Reporting Requirements</u></b> <i>This training reviews the reporting requirements for AHCCCS provider types Integrated clinics (Provider Type IC), behavioral health outpatient clinics (Provider Type 77), and clinics (Provider Type 05).</i> <i>Session will be held via Zoom Only</i></p>
<p>Wednesday 12/7/2022 10:00-11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>AHCCCS NEMT Trip Report, Updates</u></b> <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>Thursday 12/8/2022 10:00-11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>Submitting a Request for Prior Authorization (AHCCCS Online Provider Portal)</u></b> <i>How to verify the status and request a prior authorization using the AHCCCS Online Provider Portal.</i> <i>Session will be held via Zoom Only</i></p>
<p>Tuesday 12/13/2022 9:30-11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>Behavioral Health Residential Facility (BHRF) Overview and PA Submission Training</u></b> <i>BHRF Policy overview and How to submit a PA request for BHRF providers only.</i> <i>Session will be held via Zoom Only</i></p>
<p>Wednesday 12/14/2022 10:00-11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>Professional Claim Submission (AHCCCS Online Provider Portal)</u></b> <i>How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training reviews professional claims. Professional Claim Form Submission.</i> <i>Session will be held via Zoom Only</i></p>
<p>Wednesday 12/14/2022 1:30-2:30 pm <a href="#">Zoom Registration Link</a></p>	<p><b><u>IHS/638 Tribal Facility Billing Guide Ambulatory Surgery Center (ASC)</u></b> <i>This training material is designed for IHS/638 Tribal providers only and provides general billing and claim submission guidance for services performed in an Ambulatory Surgery Center setting.</i> <i>Session will be held via Zoom Only</i></p>
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<p>Monday 12/19/2022 10:00-11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>Dental Claim Form Submission</u></b> <i>How to submit a claim using the AHCCCS Online Provider Portal. Please note, this training is for dental providers.</i> <i>Session will be held via Zoom Only</i></p>
<p>Wednesday 12/21/2022 10:00-11:00 am <a href="#">Zoom Registration Link</a></p>	<p><b><u>OGC Claims Disputes Overview</u></b> <i>An overview of what are valid claim disputes, ways to resolve disputes, the time frames involved, and edit denial reasons.</i></p>

	<i>Session will be held via Zoom Only</i>
<p><b>Thursday</b> <b>12/22/2022</b> <b>10:00-11:00 am</b> <a href="#">Zoom Registration Link</a></p>	<p><b><u>Checking a Claim Status using the AHCCCS Online Provider Portal</u></b> <i>How to verify the status of a FFS claim submission.</i> <i>Session will be held via Zoom Only</i></p>
<p><b>Tuesday</b> <b>12/27/2022</b> <b>10:00-11:00 am</b> <a href="#">Zoom Registration Link</a></p>	<p><b><u>Submitting Documentation using the Transaction Insight Portal</u></b> <i>How to submit supporting documents for claim submission using the <a href="#">TIBCO PORTAL</a>.</i> <i>Session will be held via Zoom Only</i></p>
<p><b>Wednesday</b> <b>12/28/2022</b> <b>10:00-11:00 am</b> <a href="#">Zoom Registration Link</a></p>	<p><b><u>General Direct Care Agency (DCA) Worker Training : Audit Tool</u></b> <i>The purpose of this training is to ensure the safety of members and the Quality of Care they are receiving.</i> <i>Session will be held via Zoom Only</i></p>