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

Provider Training Schedule First Quarter 2022

The Division of Fee-For-Service Management's Provider Training Unit holds virtual training sessions for providers. To participate in an online training session, providers must register in advance.

Zoom training reminders are emailed via DFSM Email Alerts prior to the scheduled training. Schedule is subject to change. Participants will be notified of any changes via the DFSM Email Alerts.

When registration is complete, please do the following:

1. **View the automatically generated email, approving your registration. It will contain the meeting password and instructions for joining the meeting. (This is automatically sent to the email address used when the provider registers for the training session. If you do not see this email, please make 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="text-align:center; color:red;">*Participants <u>MUST REGISTER</u> in advance to participate in trainings.
Click on the Zoom Registration Link below to sign up.</p>

January 2022	
Tuesday, January 4, 2022 **10:00 a.m. — 11:00 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, January 5, 2022 **1:00 p.m. — 2:00 p.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***
Tuesday, January 11, 2022 **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, January 13, 2022 **10:00 a.m. — 11:00 a.m.** *Zoom Registration Link*	**AHCCCS Remittance Advice** *Understanding the Remittance Advice.* ***Session will be held via Zoom Only***
Thursday, January 14, 2022 **10:00 a.m. — 11:00 a.m.** *Zoom Registration Link*	**Third Party Liability (TPL)** *What is Third Party Liability (TPL) and things providers should consider regarding claim submissions when a member has TPL/Medicare.* ***Session will be held via Zoom Only***
Tuesday, January 18, 2022 **10:00 a.m. — 11:00 a.m.** *Zoom Registration Link*	**Documentation for Claims Submission and Concurrent Review** *This training covers the responsibility of providers to submit required documentation withclaims, 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***
Wednesday, January 19, 2022 **10:00 a.m. — 11:00 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, January 26, 2022 **10:00 a.m. — 11:00 a.m.** *Zoom Registration Link*	**OGC (Office of General Counsel) 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***
Thursday, January 27, 2022 **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***
February 2022	
Tuesday, February 1, 2022 **10:00 a.m. — 11:00 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, February 2, 2022 **10:00 a.m. — 11:00 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***
Thursday, February 3, 2022 **1:00 p.m. — 2:00 p.m.** *Zoom Registration Link*	**Medical Equipment and Appliances, Medical Supplies, Orthotics and Prosthetics** *The purpose of this training is to provide an overview of policy and billing requirements for DME, medical supplies, orthotics and prosthetics.* ***Session will be held via Zoom Only***
Friday, February 4, 2022 **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***
Wednesday, February 9, 2022 **2:00 p.m. – 3:30 p.m.** *Zoom Registration Link*	**IHS/638 Quarterly Forum** *Discussion of policy updates, changes, or challenges AHCCCCS and the IHS Facilities are experiencing.* ***Session will be held via Zoom Only***
Thursday, February 10, 2022 **1:00 p.m. — 2:00 p.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***
Tuesday, February 15, 2022 **10:00 a.m. — 11:00 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***
Wednesday, February 16, 2022 **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, February 17, 2022 **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***

Friday, February 18, 2022 **10:00 a.m. — 10:30 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, February 23, 2022 **10:00 a.m. — 11:00 a.m.** *Zoom Registration Link*	**OGC (Office of General Counsel) Claims Disputes Overview** *An overview of what are valid claim disputes, ways to resolve disputes, the timeframesinvolved, and edit denial reasons.* ***Session will be held via Zoom Only***
Thursday, February 24, 2022 **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***
March 2022	
Tuesday, March 1, 2022 **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, March 2, 2022 **10:00 a.m. — 10:30 a.m.** *Zoom Registration Link*	**Voids and Replacements** *Overview of how to submit voids and replacements for claims using the AHCCCS Online Provider Portal, and a review of the timely filing requirements for claims.* ***Session will be held via Zoom Only***
Thursday, March 10, 2022 **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 claimssubmissions.* ***Session will be held via Zoom Only***
Tuesday, March 15, 2022 **10:00 a.m. — 11:00 a.m.** *Zoom Registration Link*	**Third Party Liability (TPL)** *What is Third Party Liability (TPL) and things providers should consider regarding claim submissions when a member has TPL/Medicare.* ***Session will be held via Zoom Only***
Wednesday, March 16, 2022 **10:00 a.m. — 11:00 a.m.** *Zoom Registration Link*	**AHCCCS Remittance Advice** *Understanding the Remittance Advice.* ***Session will be held via Zoom Only***
Thursday, March 17, 2022 **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 withclaims, 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***
Friday, March 18, 2022 **1:00 p.m. — 2:00 p.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, March 23, 2022 **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***
Thursday, March 24, 2022 **10:00 a.m. — 11:00 a.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***

Tuesday, March 29, 2022 **10:00 a.m. — 11:00 a.m.** *Zoom Registration Link*	<u>**OGC (Office of General Counsel) Claims Disputes Overview**</u> *An overview of what are valid claim disputes, ways to resolve disputes, the timeframesinvolved, and edit denial reasons.* ***Session will be held via Zoom Only***