



# 2019 Billing Support Guide

## Avoiding Common Claim Denials

**Call Us at:**  
**1-866-796-0542**



FROM |  **arizona**  
**complete health.**

[Ambetter.AZCompleteHealth.com](https://www.Ambetter.AZCompleteHealth.com)

# Provider Billing Guide



## Provider Services

**Contact the Ambetter from Arizona Complete Health's Provider Services Department at 1-866-796-0542 for assistance with the following services:**

- Answer questions regarding claim status
- Provider education
- Network Participation
- Member eligibility/verification
- Change, update or correct demographic information
- Provider Engagement Specialist Assignment (Or email [AzCHProviderEngagement@azcompletehealth.com](mailto:AzCHProviderEngagement@azcompletehealth.com))

**The following information is available by logging into Ambetter from Arizona Complete Health's Secure Provider Portal at [provider.azcompletehealth.com](http://provider.azcompletehealth.com):**

- PCP Verification
- Member Eligibility
- Submit Claims
- Claims Inquiry
- Request Prior Authorization for Services

**Providers can visit Ambetter from Arizona Complete Health's website at [ambetter.azcompletehealth.com](http://ambetter.azcompletehealth.com) to access the following:**

- Provider Operations Manual
- Find a Provider Search Tool
- Preferred Drug List
- Prior Authorization Forms
- Ambetter from Arizona Complete Health News & Updates
- Clinical and Payment Policies
- And much more

## Frequently Used Addresses

### **Submit Paper Claims To:**

Ambetter from Arizona Complete Health  
P.O. Box 9040  
Farmington, MO 63640-9040

### **Electronic Claims Submission:**

EDI Telephone# 1-800-225-2573 ext. 25525  
EDI email: [EDIBA@centene.com](mailto:EDIBA@centene.com)  
Payer ID# 68069

**Providers are encouraged to review this document often, as updates frequently occur.**







## Provider Billing Guide

### *837 Professional Electronic Submission:*

- Billing – Loop 2000A PRV01="BI" PRV02 = "PXC" qualifier PRV03 = 10 character taxonomy.
- Rendering – Loop 2310B PRV01="PE" PRV02 = "PXC" qualifier PRV03 = 10 character taxonomy code002E
- Please note that "PXC" is the correct qualifier and that there is no taxonomy number needed for referring physician.

### *UB-04 Paper Submission:*

- Billing – Box 81CCa should contain the qualifier of "B3" in the left column and the taxonomy code in the middle column.

### *837I Electronic Submission:*

- Billing - Loop 2000A PRV01 = "BI" PRV02 = "PXC" qualifier; PRV03 = 10 character taxonomy code