



FROM

arizona
complete health.

CLAIMS & RECOVERY GUIDE

The **Provider Portal** is the fastest way to get help with Claims, Claims Disputes, Corrections and Status.

You can also check status of Claims by calling Provider Services at **1-888-926-5057 (TTY: 711)**.

Visit our **Provider Resources** page to locate claim forms and guidelines.

Claim Submission Information

Submission Inquiries

For inquiries related to your electronic or paper submissions to Ambetter from Arizona Complete Health, please contact our EDI team at **EDIBA@centene.com**.

Electronic Funds Transfer and Electronic Remittance Advice

To begin the registration process go to **payspanhealth.com/RequestRegCode/** and complete the “Web Registration Code Request.” You may also call **1-877-331-7154** or request a registration code by emailing **payspanprovidersupport@zelis.com**.

Clearinghouse Connectivity

Ambetter from Arizona Complete Health has partnered with Availity as our preferred EDI Clearinghouse. You may connect directly to Availity or continue to use your existing vendor/biller/clearinghouse. If you need assistance in making a connection with Availity or have any questions, please contact Availity client services at **1-800-282-4548**.

Secure Provider Portal Submission Options

You may submit claims via the Ambetter from Arizona Complete Health secure **provider portal**. Availity Essentials offers providers a web portal for direct data entry (DDE) claims that will submit to Ambetter from Arizona Complete Health electronically at no cost to you. To register, submit the request to **availity.com/Essentials-Portal-Registration**.

Payer ID: 68069



Mail paper claim submissions to:

Ambetter from Arizona Complete Health
Attn: Claims
P.O. Box 5010
Farmington, MO 63640-5010

Timely Filing

Initial Claims	Reconsiderations/ Claim Disputes/ Appeals	Coordination of Benefits
Par: 120 calendar days	Par: 120 calendar days	Par: 120 days
Non-Par: 365 calendar days	Non-Par: 365 calendar days	Non-Par: 365 days

Submit all claims payment disputes with supporting documentation via the secure **provider portal or by mail.**



Claim payment disputes:

If you disagree with a claim payment or denial, please refer to the Appeals and Grievance Guide on our **website** under **For Providers > Provider Resources > Reference Materials**.

AmbetterHealth.com/en/az

Ambetter from Arizona Complete Health is underwritten by Health Net of Arizona, Inc. (dba Arizona Complete Health), which is a Qualified Health Plan issuer in the Arizona Health Insurance Marketplace.

Refunds and Overpayments



Refund(s)

Ambetter from Arizona Complete Health routinely audits all claims for payment errors. Claims identified as underpaid or overpaid will be reprocessed appropriately. Providers are responsible for reporting overpayments or improper payments to Ambetter from Arizona Complete Health. Providers have the option of requesting future offsets to payments or may mail refunds and overpayments, along with supporting documentation (copy of the remittance advice along with affected claims identified), to the following address:

Ambetter from Arizona Complete Health
Attn: Claims Dept — Refunds and Overpayments
P.O. Box 5010
Farmington, MO 63640-5010

NOTE: Please refer to the member ID card to determine appropriate authorization and claims submission process. Ambetter from Arizona Complete Health does not accept handwritten, faxed or replicated claim forms. Ambetter from Arizona Complete Health does not accept media storage devices such as CDs, DVDs, USB storage devices or flash drives.