Eligibility, Enrollment & Covered Service Denials

Arizona Complete Health-Complete Care Plan has noticed a significant increase in provider claims denying for lack of member eligibility/enrollment and lack of member benefit coverage. As a reminder, all providers should check member eligibility and benefit coverages prior to rendering services.

Providers receiving the following claim denials should thoroughly review this communication as a means to prevent further denials.

Claims denials:
- EX28 - Coverage not in effect when service provided
- EXNR - This service is not covered for non-registered recipients
- EX7S - Procedure not covered on date by Arizona Health Care Cost Containment System (AHCCCS)

HOW TO VERIFY MEMBER ELIGIBILTY

Prior to rendering services, it is the provider's responsibility to verify the member's eligibility. In order to reliably verify AHCCCS member eligibility and enrollment, it is recommended that providers utilize and/or double check against available eligibility and enrollment verification options provided directly by AHCCCS as outlined below:

- AHCCCS encourages verifications through a batch process (270/271), in which the provider sends a file of individuals to AHCCCS, which AHCCCS returns with information the following day. Information on that process can be obtained by calling the AHCCCS Help Desk at (602) 417-4451.

- AHCCCS has developed a Web application that allows providers to verify eligibility and enrollment using the Internet. Providers also can obtain Medicare/TPL information for a member. To create an account and begin using the application, providers must go to https://azweb.statemedicaid.us. For technical support when creating an account, providers should call (602) 417-4451.

- The Medical Electronic Verification System (MEVS) uses a variety of applications to provide member information to providers. For information on MEVS, please contact EMDEON at www.changehealthcare.com/contact-us.

- The Interactive Voice Response system (IVR) allows an unlimited number of verifications by entering information on a touch-tone telephone. Providers may call IVR at: Phoenix: (602) 417-7200 All others: 1-800-331-5090 If during regular business hours a provider is unable to obtain eligibility or enrollment from the IVR system, they will be automatic routed to the AHCCCS Verification Unit.

For further information please review:
https://www.azahcccs.gov/AHCCCS/Downloads/ACC/ACC_Eligibility_Enrollment_Verification.pdf

HEALTH PLAN COVERAGE

Once a member's eligibility is confirmed, providers should verify that the service(s) intended to be rendered to the member is:
a. Within the provider's scope of coverage and
b. Covered by AHCCCS and
c. Included in the member's coverage of benefits

Failure to complete all the verification steps listed above may result in denial of claim(s) payment(s).

THIS UPDATE APPLIES TO THE FOLLOWING **AzCH-Complete Care Plan** PROVIDER TYPES:
- Physicians
- Medical Groups/IPAs
- Hospitals
- Ancillary Providers
- Behavioral Health Physicians
- FQHC

PROVIDER SERVICES

AzCHProviderEngagement
@azcompletehealth.com
1-866-796-0542
azcompletehealth.com

PROVIDER DISPUTES

AzCH-Complete Care Plan Provider Disputes
1870 W. Rio Salado Parkway, Ste. 2A
Tempe, AZ 85281

STATE FAIR HEARINGS

AzCH-Complete Care Plan Provider State Fair Hearings
1870 W. Rio Salado Parkway, Ste. 2A
Tempe, AZ 85281

HEALTH PLAN COVERAGE CONTINUED

When a HCPC/CPT code is created or implemented, that does not guarantee the code is covered by AHCCCS. Once eligibility is confirmed and service(s) that will be rendered is determined, providers are encouraged to review AHCCCS's covered service policy Chapter 300 and 310 located on: https://www.azahcccs.gov/shared/MedicalPolicyManual/ and the AHCCCS Covered Behavioral Health Services Guide and its attachments located on: https://www.azahcccs.gov/PlansProviders/Downloads/GM/CoveredServiceGuide/covered-bhs-guide.pdf.

ADDITIONAL INFORMATION

If you have questions regarding the information contained in this update, please contact your Provider Engagement Specialist or email AzchProviderEngagement@azcompletehealth.com.