

PM ATTACHMENT 5.6.1

PROVIDER CLAIMS DISPUTES CONTACT LIST

All Claims Disputes with a TRBHA are resolved directly through ADHS/DBHS.

Contacts for Resolving Issues Informally:

- For actions/decisions by the RBHA, contact: **[RBHA should put in name of Contact]**:
- For TRBHA claim related issues contact: AHCCCS Provider Assistance Unit (602) 417-7670
- For actions/decisions by ADHS/DBHS, contact:

ADHS/DBHS Office of Program Support
150 N. 18th Ave, 2nd Floor
Phoenix, Arizona 85007
(602) 364-4731

Mailing Address for Filing an Initial Claim Dispute:

- For claim disputes related to actions/decisions by the RBHA contact **[RBHA should put in name of Contact]**
- For claim disputes related to actions/decisions by ADHS/DBHS including disputes of a TRBHA claim payment issue:

ADHS/DBHS Office of Grievance and Appeals
150 N 18th Ave, 2nd Floor
Phoenix, Arizona 85007
Phone: (602) 364-4575
Fax: (602) 364-4591

Mailing Address for Filing a Request for Administrative Hearing:

ADHS/DBHS Office of Grievance and Appeals
150 N 18th Ave, 2nd Floor
Phoenix, Arizona 85007
Phone: (602) 364-4575
Fax: (602) 364-4591

Mailing Address for Filing a Review of ADHS Director's Final Decision Related to Title XIX/XXI Services:

ADHS Office of Administrative Counsel
150 N 18th Ave, 4th Floor
Phoenix, Arizona 85007
Phone: (602) 542-1020
Fax: (602) 542-1062