

### **Arizona Medicaid Coordination of Benefits Claims**

Arizona Health Care Cost Containment System (AHCCCS) is Arizona's Medicaid agency that offers health care programs to serve Arizona residents. AHCCCS requires UnitedHealthcare Community Plan care providers follow certain timely filing of claim submission procedures:

- If the member has other primary insurance, including Medicare, care providers are required to submit a claim for secondary payment within 180 days of the date of service, even if they haven't received payment from the primary insurance.
- Claims submitted without an Explanation of Benefits (EOB) from the primary carrier, or policy documentation that establishes the primary carrier has denied or would deny payment, will be denied. You must resubmit the claim once you have an EOB from the primary carrier. You must resubmit the claim within 365 days from the date of service or the claim will be denied.

You'll start seeing denials for this edit beginning Nov. 1, 2017.

If you have questions, please call Provider Services at **800-445-1638**. You can also call your Provider Advocate.