

## PRACTICE AND BILLING MANAGER

### For Claims Submission:

In order to expedite your payment, please submit claims directly to Arizona Priority Care either electronically using a clearinghouse or via paper.

We encourage provider offices to consider submitting claims electronically. Benefits of electronic submission:

- Reduction and elimination of costs associated with printing & mailing paper claims
- Improvement of data integrity through the use of clearinghouse edits
- Faster receipt of claims by Arizona Priority Care, resulting in reduced processing time and quicker payment
- Confirmation of receipt of claims by the clearinghouse
- Availability of reports when electronic claims are rejected and ability to track electronic claims, resulting in greater accountability

### Electronic Claims Submission:

#### *Office Ally*

To Enroll in Office Ally:

Call Office Ally at (866) 575-4120, then select “Enrollment”

Sign-up online at [www.cms.officeally.com](http://www.cms.officeally.com), click on “Start Today”, (Payor ID is AZPCP)

**Professional Claims – 837P; Institutional Claims – 837I**

### For paper claim submission, please send to:

**ATTN: Claims Department**

*Arizona Priority Care*

585 N Juniper Dr., Ste. 150

Chandler, AZ 85226

For claims questions, please contact our Claims Customer Service at 480-499-8720, Option 1  
Or contact your Provider Relations Representative



## **Provider Claims Disputes**

**Please contact Arizona Priority Care first when you have a question regarding claims payment, denials, etc.**

**If you would like to dispute the determination of a claim, please complete the Provider Dispute Resolution form located on our website at:**

**[https://azprioritycare.com/wp-content/uploads/2018/10/Provider Dispute Resolution Request.pdf](https://azprioritycare.com/wp-content/uploads/2018/10/Provider_Dispute_Resolution_Request.pdf)**

**Please submit your provider dispute in writing to the address below.**

**Arizona Priority Care  
585 N. Juniper Dr. Ste. #200  
Chandler, AZ 85226  
Attn: PDR Specialist**

**If you have questions regarding our Provider Dispute Resolution Process, please call:**

**Claims Provider Services  
(480) 499-8700, Select 3, then Option 3  
(855) 706-8388, Select 3, then Option 3**

**To ensure we resolve your claims issues we will:**

- **Gladly accept additional documentation to get your claim paid, i.e. medical documentation, chart notes, authorization information**
- **Reprocess claims as appropriate**
- **Answer your questions when you are unsure how your claim was processed**

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**585 N. Juniper Dr. Ste. #200, Chandler, Arizona 85226  
(480) 499-8700  
[www.azprioritycare.com](http://www.azprioritycare.com)**