
**Medicaid ARIZONA (MCDAZ)
AHCCCS
Enrollment Instructions – ERA ONLY**

- ✓ **BEFORE enrolling, the billing provider must be setup as a Practice Insight EDI Customer.**
Contact your EDI solutions vendor to confirm your EDI customer record has been setup.

SUBMIT TO EDI CUSTOMER SUPPORT -
Email: servicedesk@azahcccs.gov

ERAS (835) NEW or CHANGE OF SERVICE

1. **Send email request to servicedesk@azahcccs.gov**
(the email must be from an authorized individual from the provider's office)

Email must include the following information:

Please accept this 835-ERA setup request for-
Provider Name
AHCCCS 6-digit Provider ID
Provider NPI
Provider TAX-ID
Authorization to receive ERAs via- Practice Insight

2. Receive CM Welcome email (Sender in step 1 should receive this email within a few days.)
Note the "login information" in the email e.g, username/password account info for the organization.
3. Log onto CM for the first time. Upon login, the account holder will be prompted to accept the electronic TPA and complete the partner profile form. When completing the Technical Contact information enter this information for Practice Insight.
Technical Contact Name: **Practice Insight**
Technical Contact Phone: **713-333-6000**
Technical Contact Email: **pi-enrollment@waystar.com**

NOTE: Once the provider has activated their CM account, an automated email is generated to notify AHCCCS, which triggers the final steps in the ERA setup. AHCCCS will then send a confirmation email to PRACTICE INSIGHT with the provider being copied, indicating when to expect to receive the first 835 file for the provider. The provider will continue to receive the paper remittance advice for a period of 45 days from the date the 835 setup has been completed, at which time the paper remit would be automatically discontinued.

ALLOW 2-4 WEEKS FOR PROCESSING

If you have submitted an email request and/or completed the online request and are in need of assistance, you can phone ISD Customer Support at AZAHCCCS at 602-417-4451.