

AHCCCS FAQs

Where can I find information regarding registration on AHCCCS website?

AHCCCS has set-up a helpful webpage with registration tips. Please visit this resource as it provides answers to many frequently asked questions.

<http://www.azahcccs.gov/EHR/MedicaidEP.aspx>

Where can I direct questions for CMS, AHCCCS or the REC?

Please see this [webpage provided by AHCCCS](#) or contact the EHR Incentive Program Staff at 602-417-4333, email: EHRIncentivePayments@azahcccs.gov for details regarding the CMS registration process; AHCCCS provider number, NPI or TIN; AHCCCS Electronic Funds Transfer (EFT); and the Arizona Electronic Provider Incentive Payment System (ePIP).

What resources are available from AHCCCS to assist with registration and attestation?

AHCCCS, in collaboration with the REC, has created a robust Toolkit for Eligible Providers and Eligible Hospitals to assist with the registration and attestation process. Access these resources. <[hyperlink to MU page](#)>

Once I register with CMS, how long should I wait to register with AHCCCS?

It will take 24-48 hours from the time you register with CMS for the CMS system to transfer your registration information into AHCCCS' system. Allow 1-2 days after registering with CMS before attempting to register with AHCCCS via its ePIP system.

What information do I need to register with AHCCCS' ePIP system?

You will need the following items:

National Provider ID (NPI)

Provider Tax Identification Number (TIN) - **Please use TIN associated with your NPI (EPs use SSN, EHs use EIN)**

CMS Registration ID

AHCCCS Provider Number

CCN (for hospitals only)

What variable does CMS and AHCCCS use to track payments? How can I be sure I enter the right information?

Both CMS and AHCCCS track payments by the provider's TIN. The Payee TIN Type, Payee NPI & Payee TIN determines who receives the payment.

For EPs, this is tracked by the provider's SSN. When an EP registers at CMS, the CMS system automatically populates their NPI and corresponding SSN reflected in NPPES. The CMS site then asks where the provider wants to direct payment. **SSN Payee TIN Type** indicates that the provider receives the payment. CMS defaults the payee as the provider's name, provider's NPI & provider's SSN.

EIN Payee TIN Type indicates the group receives the payment. The EP enters the payee's group name, group NPI & group EIN. If the EP does NOT want the payment to go to their SSN, they must select EIN Payee TIN Type and enter the appropriate Group NPI & associated Group TIN that should receive the payment.

For EHs, this is tracked by the provider's EIN. When an EH registers at CMS, the CMS system automatically populates their EIN. The EH must provide the CMS Certification Number (CCN) and the NPI that is associated to the TIN.

Both Provider and Payee NPI and TIN are checked in the NPPES & AHCCCS database. Providers cannot use NPI-TIN combinations that are not tied together in the NPPES database and/or the AHCCCS database. Providers may need to update their provider profile if the NPI/TIN combination is not in AHCCCS' database.

To ensure you've entered the right information, you and/or your payee can contact NPPES or AHCCCS to validate your NPI/TIN information.

Key Things to Know:

- The TIN will have an NPI that is specifically associated with it - these two variables must match.
- The provider's SSN and associated NPI must match.
- The group's EIN and associated NPI must match.
- To register with AHCCCS, EPs must enter their NPI & SSN. This allows AHCCCS to validate the provider's identification.
- Providers only enter their payee information when registering with CMS. They do not need to enter it again when registering with AHCCCS (CMS will feed this information to AHCCCS and it will be displayed on the verification screen in the AHCCCS ePIP system).

I want my EHR incentive payment to go to my practice TIN. How do I ensure this happens?

In the CMS system, you must select EIN Payee TIN Type and complete the practice information if you want your EHR incentive payment to go to your practice. The practice's NPI associated with the practice's TIN must be in NPPES and AHCCCS' system. A provider may need to add the practice's NPI to their AHCCCS provider profile if it is not in AHCCCS' systems. This can be done by calling AHCCCS' Provider Registration at 602-417-7670 and selecting option 5.

I am having trouble logging into ePIP; what should I do?

Prior to Registration, EPs must use their Provider NPI and SSN to log into ePIP. EHs must use their Provider NPI and EIN to log into ePIP.

After Registration, both EPs & EHs must use their ePIP User ID and Password to log into ePIP.

For further questions or concerns, contact the EHR Incentive Program Staff:

Phone: 602-417-4333

Email: EHRIncentivePayments@azahcccs.gov