

# General Registration and Claims Status

As an Arizona Foundation for Medical Care (AFMC) provider, you play a very important role in the delivery of healthcare services to our members, so we are committed to making it easier for you to do business with us. As a result, we have created this instructional flyer to answer any questions you may have on accessing claim information on the AFMC Web site.

The claims look-up function is designed to help you search for claims re-pricing status. If a claim reflects a status of complete or "C", AFMC has re-priced the claim and sent it to the payor either by EDI or paper for adjudication. Utilize the legend to learn the meaning of other status codes. Claims re-pricing by AFMC does not guarantee coverage or payment. Please call the payer first to check claim payment status. If the payer does not show receipt of the claim, then contact AFMC at the contact information below.

General Registration	Accessing Claim Status	Claims Look-up	Claims Appeal
<p>If you have not registered to view Claim Status on the AFMC Web site, you can do so by logging on to the Site at <a href="http://www.azfmc.com">www.azfmc.com</a>.</p> <ol style="list-style-type: none"> <li>1. From the Home page, click on "Log In" in the upper right hand corner.</li> <li>2. Then, click on "Register now".</li> <li>3. Fill out the entire form to include your e-mail address, password of choice, first/last name, and select your group from the pull down menu.</li> <li>4. Once you complete the entire form, click "Submit".</li> <li>5. An e-mail will be sent to the address you provided for account activation.</li> <li>6. Once you receive the confirmation e-mail, click the link to activate your registration.</li> </ol>	<p>From the home page of AFMC's Web site, click on "Provider", then "Claim Status".</p> <p>Enter your e-mail address (ex. <a href="mailto:johnsmith@yahoo.com">johnsmith@yahoo.com</a>) and password. You are now logged into the Claim Status Portal.</p> <p>If you have not used AFMC's Claim Status portal, you will need to set up an account:</p> <ol style="list-style-type: none"> <li>1. Click on "Access Management".</li> <li>2. Enter your Tax Identification Number (TIN) and the password PIN supplied by AFMC. To obtain your PIN, call AFMC's Provider Relations Team at 800-624-4277. Click on "add".</li> </ol> <p>Please delete your TIN upon account set-up.</p> <ol style="list-style-type: none"> <li>3. Upon system confirmation, the user will be added to the list on the bottom of the screen. You may add and delete users at any time.</li> </ol> <p>The steps above can be repeated for each member physician of the practice by entering his or her valid TIN and PIN. The Access Management tool can be used at any time to update physicians listed under your log-in.</p>	<p><b><i>This function will not show you payment status. To check payment status on a claim, contact your patient's plan administrator at the information listed on the back of the ID card.</i></b></p> <p>How to check claim repricing status:</p> <p>Enter in the claim number and click on "submit". If you do not know the claim number, enter in one or more of the following:</p> <ul style="list-style-type: none"> <li>Patient's last name</li> <li>Patient first name</li> <li>Patient ID number</li> <li>From service date</li> <li>To service date</li> </ul> <p><i>A few items of note:</i></p> <p>To view more than 10 claims on your screen, click on the results per page drop down box.</p> <p>Click on the claim # to show a printable EOR for claims with a completed status.</p> <p>Click on any column header to sort by that column of data.</p> <p>You can manage your list of providers and/or facilities with Access Management.</p> <p>There is a legend available to describe the meaning of each status code.</p> <p>If you are having trouble viewing EORs, please upgrade to the latest version of Adobe Acrobat Reader available, for free, at <a href="http://get.adobe.com/reader">http://get.adobe.com/reader</a></p>	<p>AFMC providers can appeal a claim electronically.</p> <p>How to access Claims Appeal:</p> <ol style="list-style-type: none"> <li>1. From the Home page, click on "Provider" then "Claims Status".</li> <li>2. Log into the secure area.</li> <li>3. Locate your claim.</li> <li>4. Click "Claims Appeal".</li> <li>5. Fill out all form fields.</li> <li>6. Submit supporting documentation (if applicable) to include operative report, chart notes, diagnostic testing, and/or x-ray reports.</li> </ol> <p>To add attachments: click "Browse" to choose the file, then click "Add Attachment".</p> <p>Note: If you are unable to add attachments, please use the fax cover sheet from the confirmation page and fax physician claims and/or documentation to 602-495-8684.</p> <ol style="list-style-type: none"> <li>7. When all required information is entered, click "Submit". An e-mail will be sent to AFMC's Provider Relations Department to initiate the review process.</li> </ol>



**Should you have any questions or need assistance with the tools above, the AFMC Provider Relations Team is here to help.**

**Call or e-mail us: 800-624-4277 or [providerrelations@azfmc.com](mailto:providerrelations@azfmc.com).**