

Health Choice Provider Forum

Questions & Answers

July 8, 2026

Purpose: This document summarizes provider-submitted questions and responses from the July 8, 2026, Health Choice Provider Forum.

Provider Portal

Q How do I know who my assigned Health Choice Provider Performance Representative (PPR) is?

A Your assigned PPR can be found within the Health Choice Provider Portal. The portal also provides access to resources, support materials, and contact information for your provider relations team.

Q I submitted provider demographic updates through the Provider Portal. How long does it take for updates to be processed?

A Demographic update requests submitted through the Provider Portal are reviewed by the appropriate teams and may require case-specific review based on the details of the request. Providers should track the status of submitted demographic updates through the Provider Portal; however, if there are delays or additional questions, they should contact their assigned Provider Performance Representative (PPR) directly for review and research.

Q How do I terminate a provider location without terminating the provider?

A Currently, providers should work directly with their assigned PPR to request location terminations. Health Choice is working on a future enhancement that will provide additional functionality for location terminations within the Provider Portal.

Q Does Availity communicate with the Health Choice Provider Portal?

A No. Availity and the Health Choice Provider Portal operate as separate platforms and are not linked.

Claims, Disputes & Attachments

Q	Who should I contact if I have questions about disputes and reconsiderations submitted through the Provider Portal?
A	Claim disputes and reconsiderations may require case-specific review based on the details of the claim, submission history, and supporting documentation. Providers with specific questions about disputes or reconsiderations should contact their assigned Provider Performance Representative (PPR) for case-specific assistance and review.
Q	Is there an option to submit electronic claim attachments without mailing supporting documentation?
A	Additional information about electronic claim attachments is available in the following article: Provider Newsletter Q1 2026 Medicaid AZ Blue

Availity & Electronic Transactions

Q	What electronic transactions are available through Availity?
A	Health Choice supports several electronic transaction types through Availity, including eligibility inquiries, claims transactions, attachments, and authorization-related transactions. Additional information is available through Health Choice provider resources, Availity support materials, and the following article: Provider Newsletter Q1 2026 Medicaid AZ Blue
Q	Who should I contact if I need help with Availity?
A	Providers who need assistance with Availity navigation, registration, user access, or transaction submission should contact Availity Client Services at 800-282-4548 .

Provider Data & Credentialing

Q	How can I report provider roster discrepancies?
A	Providers can download member and provider rosters through the Health Choice Provider Portal. If discrepancies are identified, providers should contact their assigned Provider Performance Representative (PPR) so the information can be reviewed and updated as needed.
Q	What information can I access through the Health Choice Provider Portal?
A	The portal offers self-service tools that allow providers to verify eligibility, view effective dates, check member information, submit prior authorizations, track authorization status, download letters, and access provider and member rosters. For more information, read these articles: Provider Newsletter Q1 2026 Medicaid AZ Blue , Provider Newsletter Q2 2026 Medicaid AZ Blue

Behavioral Health Support

Q	How can I obtain assistance with Behavioral Health claims issues?
A	Behavioral Health claims concerns may require case-specific review based on the claim details, submission history, and supporting documentation. Providers experiencing Behavioral Health claims concerns should contact their assigned Provider Performance Representative (PPR) for case-specific assistance and guidance regarding available support options.

Provider Communications & Resources

Q	Will a recording and presentation materials from the forum be available?
A	Yes. The forum slide deck, resource links, and a compilation of forum questions and answers will be made available for provider reference following the event.

Q If I received the forum invitation email, am I automatically subscribed to Health Choice digital communications such as newsletters and email notices?

A Yes. Providers who received the Provider Forum invitation email are subscribed to Health Choice digital communications, including newsletters, provider alerts, and email notices.

Q Where can I find provider announcements and updates?

A Health Choice publishes provider announcements, alerts, and newsletters which can be found here: [Newsletters and Forums](#), [Provider Announcements](#)

Provider Concerns & Issue Resolution

Q What should I do if I have an unresolved issue related to claims, provider data, or another operational matter?

A Health Choice is committed to timely resolution of provider concerns. If an issue remains unresolved after working through normal support channels, providers should utilize the Health Choice Provider Escalation Process for additional review and assistance.

Helpful Resources Referenced During the Forum

- [Provider Announcements | Medicaid | AZ Blue](#)
- [Provider Escalation Process](#)
- [Provider Toolkit](#)
- [Health Choice Provider Portal User Guide](#)
- [Health Choice Provider Portal Login](#)
- [Medicaid Provider Newsletter - June 2026](#)

Note: This Q&A is intended as a provider-facing summary and does not replace official policy, contract requirements, or published Health Choice provider guidance.