



Claims Audits

Target Audience - Qualified Vendors and Providers

Transmittal Date - 06/17/2026

The Division conducts Claims Audits, currently known as Post Payment Reviews, of Qualified Vendors as required by contract with AHCCCS and [Operations Manual 203 Claims Processing](#).

Effective July 1, 2026, the Division is making the following changes to the Claims Audit process:

- The Division will no longer use the term “Post Payment Review” and instead will use the term Claims Audit.
- The Division has created a [Claims Audit training presentation](#), which can be accessed on the Division’s website.
- The overpayments scope is focused on items such as Billed Incorrect Service or Service Rate, Billed More Units than Recorded on Timesheet, Missing Timesheets, and Missing Responsible Party Signature. The Division will continue to recoup overpayment identified claim lines.
- The “non-compliant” claims scope is focused on program integrity compliance with fingerprint clearance card, CPR, Article 9, and applicable license requirements. All findings will be referred to contract action for remedy.

Qualified Vendors with questions about this announcement should contact [DDD Provider Relations](#) by email or phone, 1-844-770-9500.