Once you are enrolled in DCS Online Billing Program, you will receive an email that contains you User Name, Password and the website address.

***NOTE***
The URL address is

https://extranet.azdes.gov/DCYF/CHILDSDebilling/

**Log In Web Page**

- Enter User Name (from Enrollment Email)
- Enter Password (from Enrollment Email)
- Select Log In button

***NOTE***
*User Name* is case sensitive – this means you must enter the User Name exactly as it appeared in the enrollment email.

*Password* is case sensitive – this means you must enter your temporary password exactly as it appeared in the enrollment email.
Provider Web Bill Processing

Establish Profile Web Page

- Select a Security Question from the drop list
- Enter a Security Answer
- Enter your Temporary Password (from Enrollment Email)
- Enter your New Password
- Confirm your New Password
- Select Change Password button

***NOTE***
All Passwords are case sensitive and must meet the DCS password requirements

>>>Password Requirements<<<

- A user shall not reveal a password to anyone else. Procedures for user support shall be designed
- All passwords shall contain at least two alphabetic (at least one must be upper and one must be lowercase) and one non-alphabetic (numeric) character. Non-alphabetic characters include only numbers (0-9).

Passwords must be ten characters in length.

Password Change Confirmation Message

- Select OK

***NOTE***
You have now successfully completed the Initial Log In process. After selecting the OK button, you will be redirected to the DCS Billing Directory Web Page.
Provider Web Bill Processing

Log In Web Page

- Select Forgot Password link

Password Recovery Web Page

- Enter your User Name/ ID
- Select your Security Question
- Enter your Security Answer
- Select the Submit Request button

Password Confirmation Message

- Select OK

***NOTE***

Once you select OK an email will be sent to you containing a temporary password and you will be redirected to the Log In Web Page.
Provider Web Bill Processing

Forgotten Password Request Email

- Please make a note of your new password

***NOTE***

When logging in with a temporary password, you will be forced to change it.

Log In Web Page

- Enter your Username
- Enter your temporary Password
- Select Log In
Change Password Web Page

- Enter Old Password (this is your temporary password that was emailed to you)
- Enter New Password
- Confirm New Password by entering it again
- Select the Change Password button.

***NOTE***
All Passwords are case sensitive and must meet the DCS password requirements

>>>Password Requirements<<<

- A user shall not reveal a password to anyone else. Procedures for user support shall be designed.
- All passwords shall contain at least two alphabetic (at least one must be upper and one must be lowercase) and one non-alphabetic (numeric) character. Non-alphabetic characters include only numbers (0-9).

Passwords must be ten characters in length.
Password Change Confirmation Message

- Select OK button

***NOTE***

After selecting the OK button, you will be redirected to the DCS Billing Directory Web Page.

You can also change your password by following the same directions on the DCS CHILDS Online Billing Form Web Page.

DCS Billing Directory Web Page

- Select Change Password
Provider Web Bill Processing

Change Password Web Page

- Enter Current Password
- Enter New Password
- Confirm New Password by entering it again
- Select Change Password button

***NOTE***
All Passwords are case sensitive and must meet the DCS password requirements

>>>Password Requirements<<<

- A user shall not reveal a password to anyone else. Procedures for user support shall be designed
- All passwords shall contain at least two alphabetic (at least one must be upper and one must be lowercase) and one non-alphabetic (numeric) character. Non-alphabetic characters include only numbers (0-9).

Passwords must be ten characters in length.

Password Change Confirmation Message

- Select OK button

***NOTE***
After selecting the OK button, you will be redirected to the DCS Billing Directory Web Page.

You can also change your password by following the same directions on the DCS CHILDS Online Billing Form Web Page
Provider Web Bill Processing

Log In Web Page

- Enter User Name (from Enrollment Email)
- Enter Password (from Enrollment Email)
- Select Log In button

***NOTE***

User Name is case sensitive – this means you must enter the User Name exactly as it appeared in the enrollment email. Password is case sensitive – this means you must enter your temporary password exactly as it appeared in the enrollment email.

DCS Billing Directory Web Page

- Select the Bill Number
DCS Online Billing Form

- Select the “Don’t Pay” checkbox for any line items that should not be paid.

- Service Start Date & Service End Date may be edited by directly typing into the date fields or by selecting into the ellipsis (“…”) to use the calendar tool.

- Enter the correct Units Auth Used for each line item.
When all line items have been worked, select the “Save” button.

***NOTE***
You may select the “Save” button at any time while working your bill. If you must close out of your bill for any reason and have not completed all line items, please select “Save”; this will prevent you from losing any line items already completed prior to submission.

Save Confirmation Message

- Select the “OK” button in the Save Confirmation Message window.

DCS Online Billing Form

- When you have completed all the line items on your bill, enter your full name in the Name box (this is your legal digital signature).
- Select the Verify box (this verifies that you agree with all changes made to this bill).
- Select the Submit button (this submits your bill for final processing by PPU).

***NOTE***
You will receive a confirmation window following the submission of your bill.
Submit Confirmation

- Select OK to submit your bill
- Select Cancel to return to your bill

DCS Web Bill Submission Confirmation Message

- Select Close to close the window OR
- Select Return to Bill Directory to navigate back to the DCS Billing Directory Web Page.

***NOTE***

"BILL STATUS"

Open

The Bill Status of a new Online Web Bill in the DCS Billing Directory will display as “OPEN”.

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Arizona Department of Child Safety
Children’s Information Library & Data Source
Provider/Financial Module – User Guide
Online Web Billing

Provider Web Bill Processing
When you select a bill listed in the DCS Billing Directory with a Bill Status of “OPEN” and open the bill, the **Current Status of Bill**: in top left corner of the bill, it will display as “OPEN”.

Once you open a bill in “OPEN” status, scroll down to the bottom of the bill and then scroll to the right to see the Payment Status of your claim which should display as “SCHD”.

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When you “PRINT” an Online Web Bill listed in the DCS Billing Directory as “OPEN”, the Current Status of Bill: at the top left corner of the printed bill, will display as “OPEN ITEMS” until all outstanding claims (this includes any claims on HOLD) are processed by the Payment Processing Unit for payment.

***NOTE***

“BILL STATUS” Submitted

The Bill Status on the DCS Billing Directory will change from “OPEN” to “SUBMITTED” once the bill has been Saved and Submitted (not just Saved).

If you receive new claims (supplemental) on an already submitted bill, the bill will still display as “SUBMITTED” in the DCS Billing Directory.
When you select a bill listed in the DCS Billing Directory with a Bill Status of "SUBMITTED" and open the bill, the Current Status of Bill: in the top left corner of the bill, will display as "SUBMITTED". This also applies to previously submitted bills which may now contain new claims (Supplementals are referred to as new claims).

When you “PRINT” an Online Web Bill listed in the DCS Billing Directory as "SUBMITTED", the Current Status of Bill: at the top left corner of the printed bill, will display as “OPEN ITEMS”; and the claim line item Status to the right of the claim will display as “SCHEDULED” until all of the claims (this includes any claims on HOLD) are processed by the Payment Processing Unit for payment.

***NOTE***

“BILL STATUS”

**Paper**

The Bill Status on the DCS Billing Directory also displays PAPER BILLS. You can open them and print them, but there is no edit capability.
When you select a bill listed in the DCS Billing Directory with a Bill Status of “PAPER BILL” and open the bill, the Current Status of Bill: in the top left corner of the bill, will display as “PAPER BILL”.

***NOTE***

“CLAIM STATUS”

Once you open a bill, scroll down to the bottom of the bill, and scroll to the right to see the Payment Status of your claim.
The status of a CLAIM that has not been submitted, will display under the “Payment Status” column as “SCHD” on the Online Web Bill.

The status of a CLAIM that has not been submitted, will display under the “Status” column as “SCHEDULED” on the Printed Bill.
Provider Web Bill Processing
Adding a Write-In Claim

Log In Web Page

- Enter your User Name
- Enter your Password
- Select the Log In button

***NOTE***

**User Name** is case sensitive – this means you must enter the User Name exactly as it appeared in the enrollment email.

**Password** is case sensitive – this means you must enter your temporary password exactly as it entered upon your password setup.

DCS Billing Directory Web Page

- Select the Bill Number
Provider Web Bill Processing

DCS Online Billing Form

- Scroll down to the Write-In Claim section at the bottom of the Online Billing Form

***NOTE***

Write-in claims can be added to both previously submitted Web bills and also bills awaiting submission.

- Enter Participant First Name
- Enter Participant Last Name
- Enter Service Start Date
- Enter Service End Date
- Enter Service
- Enter Units Auth Used
- Select the Add New Item button

***NOTE***

Participant First Name, Participant Last Name, Service Start Date, Service End Date, Service, and Units Auth Used are mandatory fields.

Service Start Date and Service End Date must fall within the month of the current bill.
Once you select the Add New Item button, the Write-In claim is now part of the current bill. When the bill is submitted, the Write-In claim that was created will be included in the bill and processed accordingly. If the bill was previously submitted, you must re-enter your full name, re-select Verify box and re-select the Submit button.
Editing/ Deleting a Write-In Claim

DCS Online Billing Form

- Selecting the “Edit” link at the right side of the Write-In claim allows changes to the write-in claim line item.
- While making the changes to the line item, the Save and Submit buttons will be disabled until the Write-In claim has been updated, canceled, or deleted.

Edit Confirmation Message

- A message reminding you of these instructions will display whenever the “Edit” link is selected.
Selecting the “Delete” link at the right side of the Write-In claim allows deletion of the Write-In claim line item.

Delete Confirmation Message

- Selecting OK to the delete confirmation message will permanently delete the Write-In claim line item.
- Selecting Cancel to the delete confirmation message will cancel the deletion process.
Printing a Bill

Log In Web Page

- Enter your User Name
- Enter your Password
- Select the Log In button

***NOTE***

*User Name* is case sensitive – this means you must enter the User Name exactly as it appeared in the enrollment email.

*Password* is case sensitive – this means you must enter your temporary password exactly as it entered upon your password setup.

DCS Billing Directory Web Page

- Select the Bill Number
DSC Online Billing Form

- Scroll down to the bottom of the Online Billing Form, and select the Print Bill button.

Bill Print PDF Display

- This page previews the printable version of the bill to print.
- Hover the mouse pointer over the page, when the toolbar displays, select the Printer button OR
- Select the Print icon near the upper right hand side of the window.

Information Change Request
Log In Web Page

- Enter your User Name
- Enter your Password
- Select the Log In button

***NOTE***

User Name is case sensitive – this means you must enter the User Name exactly as it appeared in the enrollment email.

Password is case sensitive – this means you must enter your temporary password exactly as it entered upon your password setup.

DCS Billing Directory

- Select any Bill Number to access the Online Billing Form
Select the "Change" hyperlink to access the Change Information Update page.

DCS Information Change Request Web Page

Enter the desired Provider Information you wish to update in the empty fields.

Select the Submit button to update the information and send to the DCS Payment Processing Unit.

Select the Cancel button to close the window.

***NOTE***
You cannot submit a blank Information Change Request.
Information Change Request Submit Confirmation Message

- Select OK to the Information Change Request Submit Confirmation Message.

**NOTE**

The City, State and Zip fields are required when an address has been entered for change.
***Important Information***

- If you have questions regarding the functionality pertaining to your Online Web Bill, please contact the CHILDS Help Desk at: 1-888-595-1583; Option #1 or email to CHILDSD@azdes.gov
  Hours of Operation: Monday- Friday from 8 AM to 5 PM

- If you have questions regarding incorrect placements, service dates, units, a child, etc. pertaining to your Online Web Bill, please contact the child's case manager for Service Authorization updating.

- The Payment Processing Unit can assist with correction and instruction to the Online Web Bill as well as the "write in" feature. Please contact your Claim Specialist or 602 255-3300. Please refer to the above Guide prior to calling Payment Processing.
  Hours of Operation: Monday- Friday from 8 AM to 5 PM

- If you have questions regarding password resets, unlocking an account or starting & stopping an Online Web Bill account, please contact your Claim Specialist or 602 255-3300.
  Hours of Operation: Monday- Friday from 8 AM to 5 PM