

AHS TRAINING PROTOCOL

AUTHORIZATION PROCESS:

A1 PLUMBING HAS 4 VENDOR ID'S WHICH ALL SERVICED ZIP CODES FALL UNDER. FOR EACH VENDOR ID, WE HAVE A "PRE-AUTHORIZED" AMOUNT" WE CAN BILL AHS FOR WITHOUT CALLING AUTHORIZATION.

AHS AUTHORIZATION PHONE NUMBER

1-800-251-1608

EXAMPLES OF THINGS WE WOULD NOT CALL AUTHORIZATIONS FOR:

- NORMAL WEAR AND TEAR REPAIR ITEMS SUCH AS;**
- SUPPLY LINE REPLACEMENTS, ANGLE STOPS, FLAPPERS, CARTRIDGES, WASHERS, O-RINGS, PULL AND RESET OF TOILETS, CRAWL SPACE ACCESS, ATTIC ACCESS REQUIRED FOR INVESTIGATION OF LEAKS.**

EXAMPLES OF THINGS WE WOULD CALL AUTHORIZATIONS FOR:

- MISSING ITEMS**
- DAMAGE DUE TO NOT NORMAL WEAR AND TEAR, CLIENT CAUSED DAMAGE**
- ITEMS LEAKING OUTSIDE THE FOUNDATION**
- FREEZE DAMAGE**
- REPLACEMENTS, ALL TYPES SUCH AS FAUCETS, GARBAGE DISPOSALS, WATER HEATERS, TOILETS, ANY FIXTURES INSIDE THE HOME THAT CAN NOT BE REPAIRED.**
- SHOWER VALVES**

-SLAB LEAKS

-ACCESS THROUGH ANYTHING OTHER THAN DRYWALL

-SEPTIC TANKS, ALARMS, PUMPS

-JACUZZI JETS, PUMPS CIRCUITRY ETC.

-ALL "RECALL" WORK ORDERS REQUIRE AUTHORIZATION, OFFICE SHOULD BE NOTATING WHEN A RECALL WORK ORDER IS ON THE SCHEDULE IN THE NOTES PORTION OF THE WORK ORDER.

PICTURES

AHS TYPICALLY REQUIRES ANYTHING THAT IS A DENIAL OR NON-COVERED ITEM HAS A PHOTO ATTACHED TO THE WORK ORDER. MAKE SURE TO UPLOAD THEM IN THE APP.

WE ALSO MUST GET PICTURES OF MODEL AND SERIAL NUMBERS OF ANYTHING WE ARE REPLACING.