



DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD Claim unit

Please do not reply to this message.

ANNOUNCEMENT

The Division of Developmental Disabilities (DDD) has implemented an update to the current billing detail report. This is intended to assist providers in being able to easily identify claims that may need to be corrected in order for the claim to reach clean claim status and process for payment. We have also replaced the word void with adjusted which you will only see if you process a reversal request.

The report no longer only shows claims in Denied and Paid status. You will now have three sections as follows for your current billed claim lines.

- PAID- shows all claims that paid in clean claim status
- DENIED- claims that adjudicated as denied and not able to pay due to reasons such as payment already exist, client not found, etc...
- PENDED- claims also defined as resubmission claim originally denied because of missing documentation, incorrect coding, etc., which is now being resubmitted with the required information.

You have up to 12 months from the date of service to correctly resubmit the claim in order to achieve clean claim status or to adjust a previously processed claim, unless the claim involves retro-eligibility. If a claim does not achieve clean claim status or is not adjusted correctly within 12 months, the Division may not be liable for payment.

If you have any questions, please email the Claims Unit at DDD-Claims@azdes.gov

Thank you,

*Claims Unit
Division of Developmental Disabilities
Arizona Department of Economic Security*