



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

WELLSKY UPDATE

Target Audience - Qualified Vendors and Providers

Transmittal Date - 01/05/2023

The Division has identified a couple of claim denial errors over the last week that are impacting vendors. Some vendors are experiencing a “Valid Contract” error on claims. Each night the Focus and WellSky systems send two different interface files to update Qualified Vendor contract details. The “Valid Contract” error occurs when vendors submit an 837 in the window between the finish of the first interface and the beginning of the second interface. To avoid this error in the short term, vendors should refrain from submitting any 837 files between 12:00 a.m. (Midnight) and 8:00 a.m. MST. The Division’s MIS team and WellSky are working on a long-term solution that will allow vendors to submit files at any time.

Additionally, in the last few days, some claims were denied with an “NCCI MUE Limit Exceeded” error for several services. Medicaid NCCI edits are published quarterly by CMS to a specific repository location. WellSky automatically retrieves the updates from the repository. CMS changed the repository location without notification. The WellSky system was updated last night with the new NCCI edits. Any claims that were previously denied should be re-submitted.