



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 - 01/24/2023

While the WellSky billing system has made more payments in terms of dollars each month than previously with the Focus system, the Division has identified a few issues that have impacted vendors over the last few weeks. The new issues were addressed and resolved quickly.

Resolved Issues

- Rate Book Issues
- Nursing RN Codes
- Error Code 284-valid auth ID
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- Error Code 151-Adjustment Code 151 - NCCI MUE Limit Exceeded
- Denial/Adjustment code 147: contracted/negotiated rate expired or not on file
- CARC Code 284 - Authorization Issues.

The Division is still working with WellSky to remediate two ongoing issues. First, and most importantly, the DDD team and WellSky teams are investigating instances of claims from 837 files not appearing in the vendor's interface. For example, an 837 file may contain 400 claims and all but a small number will not show in the vendor's view. This is the top priority for both teams to resolve quickly.

Second, the system was not consistently creating remittance advice (835 files) for recent claim submissions. The WellSky team is doing a historical sweep of previous claims to generate 835 files. That process should be completed by the end of January 2023.

The implementation of feeding codes is close to the final stage. The system is being updated to include these codes for each vendor who provides occupational and speech therapy. After that step is complete, the DDD staff will be able to create separate authorizations for feeding therapy. This authorization will be in addition to any regular occupational and/or speech therapy.