



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Sent on Behalf of DES/DDD

NEW CLAIMS HOLD APPLICATION

Target Audience - Qualified Vendors and Providers

Transmittal Date - 02/19/2021

As part of DDD's commitment to continuous improvement and fiscal responsibility, DDD is implementing a change to the paid claims adjustment process. Currently, Qualified Vendors are able to access and update claims originally entered incorrectly with correct information up to one year after the original date of service. While incorrectly entered claims can and do happen, a continued pattern of incorrect claim entry is an indicator of potential Fraud, Waste or Abuse (FWA).

DDD is implementing a claims hold process on claims for providers who have been referred by the DDD Program Integrity Unit to the AHCCCS Office of the Inspector General (OIG) for a suspicion of FWA. This hold process will prevent paid claim lines from further adjustments when a case of suspected Medicaid FWA has been referred to AHCCCS OIG. DDD and its contractors can take no action to recoup, offset, or act in any manner inconsistent with AHCCCS OIG's authority to conduct a full investigation, obtain a comprehensive recovery of any suspected overpayments, and/or impose a civil monetary penalty.

Please refer to the following resources for more information on clean claims and the DDD claims submission process:

- [A.R.S. § 36-2904\(G\)](#)
- [A.R.S. § 36-2943\(D\)](#)
- [Division Operations Policy Manual Chapter 103, Section III\(C\)\(1\)\(c\)](#)