



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 - 03/02/2023

The Division has identified an issue within WellSky related to using 837 files to process “void” or “void and replace” claims. Remediating this issue is WellSky’s top priority to limit any adverse impact on Qualified Vendor claims submissions.

Effectively immediately, Qualified Vendors should discontinue using 837 files to “void” or “void and replace” claims until a solution can be identified and implemented. Qualified Vendors can continue to “void” or “void and replace” claims using the WellSky user interface as that functionality is not impacted.

The Division will publish additional communication when a resolution is identified.