



DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

CLAIMS PAYMENT CHANGES CLARIFICATION

Target Audience - Qualified Vendors and Providers

Transmittal Date - 04/23/2025

As announced on March 10, 2025, the Division changed its claims payment processing cadence to allow for system capacity and streamlining on April 7, 2025. The first batch was successfully processed and was submitted to the state accounting system on Monday, April 21, 2025, where payments will be made this week. The first batch included claims submitted prior to April 12, 2025, with a WellSky status of "Approved - Sent to Ext. Payer."

To clarify questions the Division has received, the claims system will batch submit payment requests to the state accounting system weekly each Monday. The next payment processing is scheduled for April 28, 2025, and will include any clean, unpaid claims submitted before April 19, 2025.

See the table below for specifics.

Table with 3 columns: Claims Submitted, Claims Processed, Claims Paid. Rows show weekly cycles from Week 1 to Week 4, including 'the following month' for later weeks.

Frequently Asked Questions

- 1. Is there a cut-off date/time (Mountain Standard Time) for submitting claims?
2. When during the week does payment come in?
3. Will there be any change to the claims payment processing cadence via 837P?
4. Will the status of a claim be updated after payment is processed?