



## DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

# DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

## NEW CLAIMS SYSTEM TRAINING

Target Audience - Qualified Vendors and Providers

Transmittal Date - 05/28/2021

As announced on [March 17, 2021](#), and in the [April](#) and [May](#) Shout Provider Newsletters, DDD will update its claims system in order to be compliant with state and federal regulations and to resolve the AHCCCS HIPAA TCS Compliance Claims Processing System Notice to Cure.

The goal is for DDD to utilize the Healthcare Common Procedure Coding System (HCPCS) and standard Centers for Medicare & Medicaid Services (CMS) claims forms when reimbursing Qualified Vendors for submitted claims. This will include the use of standardized Health Insurance Portability and Accountability Act (HIPAA) Transactions and Code Sets (TCS) in lieu of DDD proprietary codes currently being used by vendors when submitting claims.

The first phase of this project will be implemented on September 1, 2021. In this phase, vendors must submit claims on official, nationally-recognized forms. The current DDD billing template will be replaced by these forms. Vendors will have three options for submitting claims:

1. Submit a CMS 1500 form in paper form
2. Submit an electronic 837 form
3. Manually enter claims directly in Wellsky for each authorization

Along with using the proper HCPCS/CPT codes, the rates will be adjusted to match the appropriate billing unit. Most of the HCPCS/CPT codes are billed in 15-minute increments. The adjustment to the rates will be a calculation to adjust from an hourly rate to a 15-minute rate. This adjustment will not decrease the revenue in comparison to billing for a full hour.

The Division will host training sessions on the new system in July and August for qualified vendors. **DDD is asking that the primary person(s) from each agency attend one of the sessions. DDD will use the DES TraCorp system to facilitate registration for each session.** Each attendee must create an account by visiting <https://adoa.server.tracorp.com/novusii/application/login/> and selecting the teal "CREATE NON-STATE WORKER ACCOUNT" button. The user should then complete the active fields, using **f4150484** in the "Access Code" field. Once all fields have been completed, the user should click the "CREATE ACCOUNT" button at the bottom of the page. Please have staff keep track of their login and password information. **They must create an account in the TraCorp system by June 15, 2021.**

Once the training schedule is finalized, DDD will communicate dates and times via vendor announcement so staff can log into the Tracorp system and register for a training session. The Division has [published a page](#) on its website where information about this project, including Frequently Asked Questions, are available for review. If you have questions about the project, please submit them using this form, <https://forms.gle/qZ5KWjZryEa2NfRY7>.