



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

Important Information Regarding Single Claim Entry (SCE) Errors for Therapy Services; Rendering Providers and ROPA Information

Target Audience - Qualified Vendors and Providers

Transmittal Date - 6/26/2024

Issue # 1 Rendering Provider (resolved)

In May 2024, the Division received notice that therapy providers who utilize Single Claim Entry (SCE) billing received error messages when attempting to enter the RENDERING provider, which is required when the actual provider delivering the service differs from the biller. WellSky corrected this error on May 24. The Rendering provider differs from the Referring provider. The Rendering provider section requires the AHCCCS ID and the NPI to be entered and is working as intended. **SCE therapy providers may submit their claims by entering only the required Rendering Provider information.** Please see the remainder of this communication for information in the Referring provider error message.

Issue #2 ROPA information

Toward the end of May 2024, the Division received notice that therapy providers who utilize SCE billing for therapy services are receiving an error message when attempting to enter Referring and Ordering (ROPA) information. The Division is actively working on this issue as a priority.

ROPA requirements are currently in a “soft edit status.” For this reason, please avoid entering the ROPA information into the claim until this issue can be resolved. If the SCE claim has no other errors or issues, it will be successfully processed in WellSky without this information.

The Division will update impacted therapy providers when the ROPA issue has been fixed in WellSky and will inform them when they can resume entering ROPA information.

If you have any questions, please contact the DDD Customer Service Center at 1-844-770-9500 ext. 1 (TTY/TDD 711) or DDDCustomerService-Providers@azdes.gov.