



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

WELLSKY AND FOCUS IMPACTED BY CROWDSTRIKE OUTAGE

Target Audience - Qualified Vendors and Providers

Transmittal Date - 07/30/2024

The interface between WellSky and Focus was impacted by the recent CrowdStrike outage. Vendors may be seeing claims submitted showing a status of "Approved -Sent to External Payer." Payments cannot be processed until the interface is fixed. WellSky and DDD have this as a top priority and are resolving it shortly. Please check the [Known Issues](#) page for updates.

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.