



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

CLAIMS SUBMISSION GUIDELINES AND FOCUS SERVICE AUTHORIZATION APPLICATION

Target Audience - Qualified Vendors and Providers

Transmittal Date - 08/05/2020

Claims Submission Guidelines

DDD recently published an updated [Claims Submission Guide](#) on the DDD website based upon the type of services rendered: LTC/HCBS (Long Term Care – Home and Community Based Services), AIHP FFS (American Indian Health Plan Fee-for-Service) or OON (Out-of-Network) to enhance Provider support. The changes outlined below will be effective September 1, 2020.

Specifically, for LTC/HCBS, updates to the guidelines were published June 24, 2020. This update provides information for:

1. Manual/paper claim submissions
 - a. DDD Uniform Billing Template Short Form
 - b. Monthly Invoice Cover Sheet
3. Electronic claim submission
 - a. Uploads via the SFTP site
 - b. DDD Uniform Billing Template
 - c. Cover Sheet
4. Clean Claims Process
5. TPL (Third Party Liability)
6. Claims Replacement Process
7. Reconciling Paid Claims

Arizona Revised Statutes §36-2904 states that all Arizona Medicaid providers are reminded that claims for goods/services must be initially received by DDD no later than six (6) months after the date of service as indicated on the claims. Claims should be submitted within the specified time period from the date of service for a first submission to retain appeal rights, whether the primary (TPL) insurance explanation of benefits has been received or not. A resubmitted claim shall not be considered for payment unless it is received by the Division as a clean claim no later than twelve (12) months after the date of service shown originally on the claim.

The DDD Customer Service Center is available to assist providers with claims submission technical assistance. The Customer Service Center can be reached at DDDCustomerServiceCenter@azdes.gov or 1-844-770-9500 ext. 1. DDD may offer additional training if supplemental support is needed.

Focus Service Authorization Application

The Focus Service Authorization application is currently experiencing user issues. DDD MIS is troubleshooting the issues and will restore functionality as soon as possible.