



## DEPARTMENT OF ECONOMIC SECURITY

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### DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

# WELLSKY CLAIMS SYSTEM IMPLEMENTATION SEPTEMBER 1, 2022

Target Audience - Qualified Vendors and Providers

Transmittal Date - 08/24/2022

As [communicated on July 25, 2022](#), the Division of Developmental Disabilities changed the go-live date for its new claims billing system, WellSky, to September 1, 2022. This is the go-live date and no further extension will be provided.

WellSky utilizes 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. Qualified Vendors will be required to 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:

- Submit an electronic 837 form
- Manually enter claims directly in WellSky for each authorization
- Submit a CMS 1500 form in paper form

The Division has held over 50 training sessions since May 2022 to help ensure Qualified Vendor readiness for this transition. Of the approximately 700 vendors, 99% had at least one person complete WellSky training. Qualified Vendors who have completed training will receive their link to access the WellSky system and their login credentials by Thursday, August 25, 2022. Information regarding service authorizations will be accessible beginning Thursday, August 25, 2022.

Question and answer sessions are being held twice a day beginning Monday, August 29, 2022 through Friday, September 16, 2022 at which Qualified Vendors can have their questions answered. The sessions will be held Monday through Friday:

- 9:00 a.m. to 11:00 a.m. - <https://meet.google.com/mki-mgnm-ipw> or 1-727-755-6312 PIN: 679 499 803
- 1:00 p.m. to 3:00 p.m. - <https://meet.google.com/ato-tvtn-ztb> or 1-260-230-1262 PIN: 728 276 028

The WellSky sandbox testing site is available now and will be open after go-live for vendors to continue testing and preparing. The Division encourages Qualified Vendors to continue to use this resource.

Once the WellSky system is operational on September 1, 2022, all Qualified Vendors who had at least one person complete WellSky training can use the Single Claim Entry process to submit claims. Vendors who were certified will have access to the system to upload electronic 837 forms. Qualified Vendors who are not certified will have access to WellSky to process claims via the Single Claim Entry process, but will not have access to

upload electronic 837 forms. Qualified Vendors will need to be certified before being granted access to upload 837 forms. The certification process will continue post-implementation and Qualified Vendors will have opportunities in the testing site to become certified for 837 form uploads.

There will be several teams dedicated to assisting Qualified Vendors with claims submission processes. Please contact the DDD Customer Service Center so the concern can be routed to the proper team. Customer service can be contacted by phone at 1-844-770-9500 option 1. As an alternative, Qualified Vendors may submit questions through this [Google Form](#) so it can be routed appropriately. The Division requests that all WellSky inquiries and questions be submitted using the above process rather than contacting DDD staff members who the Qualified Vendors may deal with regularly. This will ensure the questions are properly tracked and addressed effectively.

Claims can still be submitted through Focus until Wednesday, August 31, 2022. **All claim submissions must be submitted through WellSky beginning Thursday, September 1, 2022.**

Additional information and resources including [Frequently Asked Questions](#) and a [form to submit questions](#) are available on the [Division's web page](#) dedicated to this project.