



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

WELLSKY CLAIMS SYSTEM IMPLEMENTATION

Target Audience - Qualified Vendors and Providers

Transmittal Date - 08/31/2022

As [communicated on August 24, 2022](#), the Division of Developmental Disabilities is implementing its new claims billing system, WellSky, on Thursday, September 1, 2022.

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

All claim submissions must be submitted through WellSky beginning Thursday, September 1, 2022. The Focus FTP server will be open since it is used for other purposes. Any claims submitted on the FTP server after August 31, 2022 will not be processed or recognized as submitted.

Vendors will be required to pull WellSky Authorization numbers from the WellSky Authorization Report. Support Coordinators do not have the ability to do this, so Qualified Vendors should not contact a member's Support Coordinator looking for this information.

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

DDD has dedicated staff in assisting Qualified Vendors with claims submission process questions. All questions should be directed to 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 will be temporarily extending customer service availability from 5:00 p.m. until 8:00 p.m. on business days beginning September 1, 2022 in order to support Qualified Vendors through the WellSky implementation.

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.

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.