DDD SHOUT

VENDOR & PROVIDER NEWSLETTER

WellSky Claims System Implementation

As previously communicated through vendor announcements and the Shout newsletter, DDD is updating its claims system in order to be compliant with state and federal regulations and to resolve the AHCCCS HIPAA TCS Compliance Claims Processing System Notice to Cure. DDD has contracted with WellSky to provide this new claims system.

The new system will be operational beginning Wednesday, June 1, 2022 as a soft launch, for vendors to begin parallel testing. **The hard launch go-live is scheduled for July 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:
1. Submit an electronic 837 form
2. Manually enter claims directly in Wellsky for each authorization
3. Submit a CMS 1500 form in paper form

The Division's website has additional information about this project, including:
- WellSky General Topics and Frequently Asked Questions
- Billing Guide: CMS 1500 Form
- WellSky 837P Companion Guide
- DDD Medical Coding with Modifiers Reference Sheet
- DDD Provider Coding Guide-Rate Book Companion
- Vendor Reimbursement Rate Sheet

These guides are to inform and assist vendors in preparing for the new claims system. Vendors will need to be ready for the parallel testing process by June 1, 2022. Vendors can use the parallel testing period to submit claims through WellSky and through Focus to ensure they are able to submit claims into the WellSky system. Additional documents will be added to the Resource Documents section on the website as they are developed.

Training Schedule for New Claims Process

The Division is offering two types of training classes for vendors to outline the new processes. The two classes will focus on Claims Technical Guidance and the WellSky User Interface.

The Claims Technical Guidance will focus on new claims billing policies, and cover the following topics:
- HCPC/CPT Coding Changes
- 837P Companion Guide
- CMS 1500 Companion Guide
- Modifiers
- Third-Party Liability
- Rate Book Changes

The Division will be offering virtual, live sessions with DDD Staff to cover these topics. The schedule is listed below:
- Tuesday, April 26 · 1:00 – 2:30pm
  - Join via Google Meet https://meet.google.com/tgs-phax-yhi
  - Or dial: (US) +1 740-561-3007 PIN: 236 367 443#
- Wednesday, April 27 · 8:30 – 10:00am
  - Join via Google Meet https://meet.google.com/urt-zxap-ogn
  - Or dial: (US) +1 520-815-1185 PIN: 562 276 408#
- Thursday, April 28 · 9:00 – 10:30am
  - Join via Google Meet https://meet.google.com/pit-kfza-jhh
  - Or dial: (US) +1 636-495-1323 PIN: 900 952 778#
- Wednesday, May 4 · 1:00 – 2:30pm
  - Join via Google Meet https://meet.google.com/jcn-kyky-tag
  - Or dial: (US) +1 567-246-3548 PIN: 375 154 283#
- Friday, May 6 · 9:00 – 10:30am
  - Join via Google Meet https://meet.google.com/upj-zruh-vti
  - Or dial: (US) +1 732-639-1086 PIN: 599 497 342#
- Tuesday, May 10 · 3:00 – 4:30pm
  - Join via Google Meet https://meet.google.com/wjf-phhk-dfh
  - Or dial: (US) +1 319-988-1148 PIN: 283 714 586#

The WellSky User Interface training will begin the Week of May 2nd. Specific information will be sent out the week of April 18. Topics covered in the User Interface class include:
- How to login
- Authorization screens
- Download authorizations
- Viewing reports
- Where to upload 837P files
- Single claim entry screens (for those who do not submit 837P files)

Qualified Vendor Agreement Amendment #8

Qualified Vendors will be receiving an email with an attachment from NoReply@azdes.gov containing the RFQVA DDD-710000 - Amendment #8, which is effective April 15, 2022. Please access the documents for Amendment #8 by opening the email and downloading the attachment. Please print the signature page, sign it (the owner or signatory on the Agreement must be the signer) and mail it back to the address listed in the instructions. A signed amendment must be received by the Division by June 1, 2022. Updated services

specifications are available on the [Qualified Vendor System web page](#).

Any questions regarding the amendment may be emailed to DDDQVAAmendment@azdes.gov.

Office of Licensing, Certification and Regulation (OLCR) Updates

"Respite" and Developmental Home Licenses

Beginning April 1, 2022, OLCR is no longer including the term "respite" on child and adult developmental home licenses to refer to a separate service from habilitation. Licenses will only list "Habilitation" in the "Provider Service" field on the license. Licenses that currently have "respite" will be re-licensed to include the combined bed capacity on the current license as licenses are renewed. No action is needed on the part of the Qualified Vendor or licensee. OLCR will be making this change over the course of the next year with each renewal or amendment.

Developmental Home providers will still be able to provide alternate supervision/"respite" for other Developmental Home providers needing a break from providing care as long as they don't exceed the overall capacity of their license. Developmental Home providers may not provide Respite as a Medicaid funded hourly or daily service under the Developmental Home license. See this [Frequently Asked Questions document](#) for additional information.

Developmental Home Vendor Training

OLCR has resumed a regular schedule of vendor training sessions. Refer to the Division's [Qualified Vendor Training](#) website for schedules and registration instructions. Seminars include Home Studies and Family Assessment, the Basics of Developmental Home Licensing, and Life Safety Rules. All of the training sessions have been revamped to include more technical guidance. Licensing workers can count attendance at any of the OLCR sponsored seminars toward their annual training requirements. Seminars may be re-taken for training credit every three years.

DDD Employees as Developmental Home License Applicants

Be advised that developmental home license applicants who are DES DDD employees are required to disclose their application for licensure to DDD as a possible conflict of interest. Please advise applicants to confer with Division management as soon as they begin the application process.

OLCR is MOVING

On April 18, 2022, OLCR will be moving from its current location at 2200 N. Central to 1789 W. Jefferson Ave in Phoenix. Since OLCR staff primarily work remotely, we do not anticipate significant work disruption. Watch for an updated directory soon.

ARPA Workforce Development Directed Payments

On March 11, 2021, President Biden signed the American Rescue Plan Act (ARPA) of 2021 into law. Section 9817 of the ARPA provides qualifying states with a temporary increase to the federal medical assistance percentage (FMAP) for certain Medicaid expenditures for home and community-based services (HCBS).

AHCCCS received federal approval to allocate one-time funding to recruit and retain a knowledgeable and well-trained workforce as part of its spending plan submission. Maintaining and strengthening the direct care workforce through time-limited payments to providers is the most straightforward strategy to incentivize workers to enter or remain in the workforce. This funding is intended to assist Qualified Vendors retain and recruit direct care staff.

This funding is being distributed to Qualified Vendors in two payments, the first in April 2022 and the second in

July 2022, contingent upon completing the Division's attestation. Qualified Vendors must attest that they will distribute a minimum of 80% of the ARPA Directed Payments to direct support professionals and their direct supervisors. The remaining 20% of the ARPA Directed Payments do not have any requirements and can be used for expenses related to upcoming system enhancement and implementations such as the WellSky claims system, the AHCCCS QM Portal, and new RFQVA changes. Additional information and more details about the requirements and restrictions on how these funds can be used are available on the Division's website.

The Division is sending an electronic attestation to all Qualified Vendors using the Adobe Sign service. Qualified Vendors will receive an email from adobesign@adobesign.com with a link to the attestation for completion. The Division will not process a Qualified Vendor's payments until it has received the signed attestation for that Qualified Vendor. Please submit any questions about these payments or the attestation to DDDBusinessOperationsComments@azdes.gov.

Tribal Health Program Administration Change

On April 1, 2022, DDD entered into an agreement with the AHCCCS Division of Fee for Service Management (DFSM) to administer the services available to THP members through the fee-for-service model. Under this agreement, fee-for-service providers delivering physical, behavioral, or other acute services will submit claims for services rendered and necessary prior authorization requests directly to AHCCCS using the AHCCCS online portal. DDD will no longer process claims or provide authorizations for physical, behavioral, or other acute services for services provided on or after April 1, 2022.

THP members will continue to be eligible for the same physical, behavioral, and other acute services using the same fee-for-service providers they currently utilize.

DDD Qualified Vendors and specialty contractors should continue to submit claims to the Division using existing claims submission processes. DDD Qualified Vendor and specialty contractor contracts are not impacted by this change, and they do not need to submit claims or request authorizations to AHCCCS. DDD will continue to provide all Home and Community Based Services using its network of Qualified Vendors and specialty contractors. DDD Support Coordinators will continue to provide the authorization for these services through the person-centered service planning process.

Current Tribal Health Program members have received a new healthcare ID card that includes updated contact information for fee-for-service providers to contact AHCCCS if necessary. The Division has created a Frequently Asked Questions document as a resource for Qualified Vendors and Providers.

ALTCS Workforce Development Alliance (AWFDA) Newsletter - *For the Record*

The ALTCS Workforce Development Alliance (AWFDA) is organized by AHCCCS and includes members from MCOs who provide services to members eligible for ALTCS including Banner University Family Care, DES/ Division of Developmental Disabilities, Mercy Care, and UnitedHealthcare Community Plan. The AWFDA works to monitor, forecast, assess, and plan workforce development activities for improving the statewide healthcare workforce.

The vision is for Arizona's contracted healthcare workforces to be as interpersonally, culturally, clinically, and technically competent as possible. The focus is on a comprehensive competency-based approach, outlining five Workforce Development components that will bring our contracted healthcare workforces closer to this goal. The AWFDA will utilize the five components (5Cs) as a foundation to build, develop, and strengthen Arizona's workforce.

The intention of the For the Record newsletter is to inform the ALTCS provider network about statewide

initiatives as well as improve the culture of communication, collaboration, and connection. The plan is to share this newsletter quarterly, providing the most current information. The newsletter is available on the AWFDA website.

Policy Public Comment

The Division is currently accepting public comments regarding Division policies. The policy revisions can be found on the Policy page of the Division's website. Members and families can use this form, https://forms.gle/4MGCsdyKTRPJna3m9, to submit public comments if they are interested in providing feedback.

Town Hall Meetings

The Office of Individual and Family Affairs (OIFA) continues to host town hall meetings for members, families and providers. **The next town hall meeting will be held on Thursday, May 5, 2022, from 6:00 p.m. to 8:00 p.m.** DDD will present updates and announcements.

Please share this information with the members and families you serve and encourage them to participate. The town hall schedule and instructions to join via the Internet or phone can be found at bit.ly/dddtownhall.

Get Caught Up

Did you know the Division posts vendor announcements and editions of the Shout on the web? Get caught up and stay informed on all of the recent vendor communications, https://des.az.gov/services/disabilities/developmental-disabilities/vendors-providers/vendor-announcements.

Report Fraud, Waste, Abuse and Misconduct

Report to DDD

- Call DDD at 1-877-822-5799
- Send an email to dddfwa@azdes.gov
- Send a letter to DES/DDD
  Attn: Corporate Compliance Unit
  1789 W Jefferson St.
  Mail Drop 2HA1
  Phoenix, AZ 85007
- Complete this online form.

Report to AHCCCS
- Call the Office of the Inspector General at 602-417-4193
- Report Online at the AHCCCS Website
- Report Provider fraud by calling:
  ◦ Maricopa County: 602-417-4045
  ◦ Outside Maricopa County: 1-888-487-6686
- Report Member fraud by calling:
  ◦ Maricopa County: 602-417-4193
  ◦ Outside Maricopa County: 1-888-487-6686
- Submit general questions via email at AHCCCSFraud@azahcccs.gov