

# DDD SHOUT

## VENDOR & PROVIDER NEWSLETTER

Volume XXXII - May 2022

### 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](#)
- [Claims Technical Guidance Training Presentation](#)

These guides are to inform and assist vendors in preparing for the new claims system. Vendors may use the parallel testing period starting June 1, 2022 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 WellSky System

The Division's Provider Relations team has been contacting Qualified Vendors to ensure they have assigned a

WellSky administrator in Focus. The Division has sent emails from [DDDWellSkyTraining@azdes.gov](mailto:DDDWellSkyTraining@azdes.gov) to those individuals. That email included a survey asking them to select their preferred training dates. All training sessions will be held from 9:00 a.m. to 4:00 p.m. Any WellSky Administrators who have not received an email by May 23, 2022, should verify the WellSky Administrator's email address in Focus is correct. If it is not correct, the Qualified Vendor should update the address in Focus. If it is correct, the WellSky Administrator should contact DDD via email at [DDDWellSkyTraining@azdes.gov](mailto:DDDWellSkyTraining@azdes.gov).

## Qualified Vendor Agreement Amendment #8

Qualified Vendors will be receiving an email with an attachment from [NoReply@azdes.gov](mailto:NoReply@azdes.gov) containing the RFQVA DDD-710000 - Amendment #8, which was 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. All Qualified Vendors must return a signed amendment by June 1, 2022. This amendment must be returned even if your agency does not deliver the services outlined in the amendment. Updated services specifications are available on the [Qualified Vendor System web page](#).

Any questions regarding the amendment may be emailed to [DDDQVAAmendment@azdes.gov](mailto:DDDQVAAmendment@azdes.gov).

## Provider Publications Submissions

Per [Division Provider Policy Manual Chapter 34 – Provider Publications](#), all vendor presentations, brochures and other member materials are required to be submitted to the Division for review to ensure compliance with [Division Operations Policy Manual Chapter 404](#). These materials must be submitted via email to [dddproviderpublications@azdes.gov](mailto:dddproviderpublications@azdes.gov). The DDD Provider Publications Manager will review the submitted documents and respond with either required edits or document approval. Qualified Vendors and Providers should not publish any documents or send general communication to members without approval from the Provider Publications Manager.

## ARPA Workforce Development Directed Payments Direct Support Professional Clarification

As [communicated on March 21, 2022](#), AHCCCS received federal approval to allocate one-time funding to recruit and retain a knowledgeable and well-trained workforce as part of its American Rescue Plan Act (ARPA) spending plan. 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 an 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. **A “Direct Support Professional” (DSP) is defined as a person who is hired to explicitly perform and deliver Home and Community Based Services (HCBS) directly to DDD members, for whom the Qualified Vendor appropriately submits claims to the Division for payment. This includes employees and subcontractors delivering direct support to DDD members. For developmental home services this specifically includes developmental home providers.**

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 WellSky claims system, 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](#).

Please submit any questions about these payments or the attestation to [DDDBusinessOperationsComments@azdes.gov](mailto:DDDBusinessOperationsComments@azdes.gov).

## DDD Central Registry Transition to DCS

Beginning Friday, June 3, 2022, the Division of Developmental Disabilities (DDD) will transfer the processing of all Central Registry checks to the Department of Child Safety (DCS), pursuant to A.R.S. §8-804. On June 3, 2022, all Central Registry requests will need to be emailed directly to DCS at [DESCanRegistryChecks@azdcs.gov](mailto:DESCanRegistryChecks@azdcs.gov). For submission details, please see <https://dcs.az.gov/resource/request-dcs-information>.

During the transition from its former Central Registry system, DCS revised the list of Disqualifying Acts; for details, please see [https://dcs.az.gov/sites/default/files/DCS-Forms/CSO-3037\\_0.pdf](https://dcs.az.gov/sites/default/files/DCS-Forms/CSO-3037_0.pdf). Although the list was modified, individuals who do not clear this check may still be eligible to apply to the Board of Fingerprinting for a central registry exception, pursuant to A.R.S. §41-619.57. This [DCS Central Registry Request Submission guidance](#) outlines the steps Qualified Vendors and Providers will need to follow in submitting applicants for Central Registry checks. For additional details, please see <https://fingerprint.az.gov/application-process/central-registry> exception.

For questions about these changes please contact [DESCanRegistryChecks@azdcs.gov](mailto:DESCanRegistryChecks@azdcs.gov).

## Arizona Department of Economic Security Notice for Proposed Rulemaking - Article 14 Request for Public Comment

The Department of Economic Security (Department) is revising Title 6 of the Arizona Administrative Code (A.A.C.) Chapter 6, Article 14. These are the administrative rules that govern Electronic Monitoring Devices in Group Homes, Nursing-Supported Group Homes, and Intermediate Care Facilities for individuals with intellectual or developmental disabilities. The Department is accepting comments on the Notice for Proposed Rulemaking (NPR).

The NPR is now published in the Arizona Administrative Register pursuant to A.R.S. § 41-1023. Formal public comments will be accepted until Tuesday, May 31, 2022. The NPR can be found at [6 A.A.C. 6 Article 14 DDD Electronic Monitoring Devices \(page 797\)](#).

Comments may be submitted by filling out the [comment form](#) on the DES website. In addition, written comments may be submitted via email, [rules@azdes.gov](mailto:rules@azdes.gov), or by mailing them to:

Arizona Department of Economic Security  
ATTN: Rules Unit  
P.O. Box 6123, Mail Drop 111G  
Phoenix, AZ 85007

Written comments are due by 5:00 p.m. Mountain Standard Time on Tuesday, May 31, 2022. Written comments sent via mail must be postmarked by Tuesday, May 31, 2022. All written comments should include the name and email address of the person providing comments as well as the name of any organization that person represents.

The Department will host a virtual oral proceeding on Tuesday, May 31, 2022 from 10:00 a.m - 12:00 p.m. Participants can join:

- By Internet: <https://meet.google.com/sus-tgoc-yqt>
- By Phone: ((US) +1 219-515-4340) PIN: 848 712 358#

The oral proceeding will be closed if no one has appeared by Google Meet or phone by 11:00 a.m.

## Qualified Vendor Workforce Development

The Division has added a [Workforce Development page](#) to its website to support Qualified Vendors (QV) in establishing, maintaining, and deploying a sufficiently staffed and qualified workforce that delivers services to members in an interpersonally, clinically, culturally, and technically effective manner. It is the Division's intent to provide best practices, resources, nationwide and Arizona surveys, and Education/Training Information. The page can be accessed through:

- The [DDD home page](#) under "News and Announcements"
- The [Initiatives and Results](#) page under "Initiatives"
- The [Providers & Vendors](#) page under "Announcements"
- The [Current Qualified Vendors and Providers](#) page under "General Information"

Qualified Vendors and Providers who want to share additional information or submit questions regarding workforce development can submit them via email to [dddworkforcedevelopment@azdes.gov](mailto:dddworkforcedevelopment@azdes.gov).

## 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, June 2, 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](http://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 [dddffa@azdes.gov](mailto:dddffa@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](mailto:AHCCCSFraud@azahcccs.gov)