

DDD SHOUT

VENDOR & PROVIDER NEWSLETTER

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WellSky Claims System Implementation

DDD is continuously assessing vendor readiness for the implementation of the WellSky claims system. To date, a few hundred vendors have been through WellSky Interface Training and Claims Technical Guidance Training. However, DDD recognizes the vendor community needs more time to fully prepare for the WellSky implementation.

DDD is announcing new dates for parallel testing and go-live. The new system will be operational beginning today, Monday, June 13, 2022 as a soft launch, for vendors to begin parallel testing. During parallel testing, vendors can submit a test claim to WellSky at the same time they submit the same claim to Focus to verify both claims results are the same. An important note, during the parallel testing period, vendors must continue to submit billing in the same manner as always for payment processing. The hard launch go-live is scheduled for August 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](#)
- [Coding for Non-Coders](#)
- [Division Provider Policy Manual Chapter 57 Third Party Liability](#)

These guides are to inform and assist vendors in preparing for the new claims system.

The Division has been contacting Qualified Vendors' WellSky administrators via email asking them to select a training date. All training sessions are held from 9:00 a.m. to 4:00 p.m. Any WellSky administrators who have not received an email should contact DDD via email at DDDWellSkyTraining@azdes.gov to schedule a training date.

Qualified Vendor Agreement Amendment #9

On August 15, 2022, the Division will post Amendment #9 which will include a 12-month contract extension as well as a new service specification for Enhanced Behavioral Group Home and changes to the Terms and Conditions section of the RFQVA. **In the instructions which will be sent with all amendments, Qualified Vendors will be informed that a correctly completed and signed amendment must be received by the Division by November 1, 2022.**

RFQVA DDD-710000 Terms and Conditions

6.6 Agreement Changes

*The Division may change the Agreement by posting a proposed amendment for thirty (30) days of review and comment. The amendment then requires signature by both parties for the Agreement to continue; however, amendments reflecting changes in law or generally applicable policies and procedures shall become a part of this Agreement without signature by the parties. **If an amendment requires the signature of the Qualified Vendor, and the Qualified Vendor fails to sign and return the amendment in the form and within the timeframe specified by the Division, the Division may terminate the Agreement, in whole or in part.** The Qualified Vendor may request a change to its Application and, upon approval by the Division; the change will become part of the ongoing Agreement.*

Qualified Vendors are strongly encouraged to ensure their contact information is current and up to date, and their email inboxes are monitored and maintained to ensure receipt of all Division correspondence. Qualified Vendors with questions should contact their Contract Specialist.

Network Development and Recruitment

In October 2021, the Division of Developmental Disabilities Network Unit centralized the development and recruitment functions to enhance a more robust support system for potential and existing Qualified Vendors. This function, Network Development and Recruitment (ND&R), went from a district-centered to a statewide centralized structure. This unit's primary role is the development and recruitment of Qualified Vendors especially in geographical areas where there are limited options to meet identified member needs.

Network Development and Recruitment has the responsibility to recruit new Qualified Vendors as well as collaborate and partner with existing vendors to expand their service delivery into other geographical areas or amend their contract to include additional service options based on member needs.

As part of this effort, the ND&R team provides technical support to prospective or current contracted vendors with navigating the contract application and the amendment processes, program contract and service reviews, and holding weekly in-service/orientation meetings. This personalized technical support is provided throughout the application process and provides a smooth transition through the contract award. To learn more about available services or how to contract or amend your current contract, please visit the Division's [Providers & Vendors webpage](#).

The Division continues to offer open, continuous recruitment as outlined on its webpage; however, the Division has identified and is actively recruiting for the following services that are needed statewide:

- Nursing Services - Hourly
- Therapy Services - (All Disciplines: Occupational, Physical, and Speech)

- Respite Hourly and Daily

Vendors interested in meeting with the Network Development and Recruitment team can submit an inquiry via email to networkproviderrecruitment@azdes.gov. Potential/existing vendors will receive an auto-reply with a link to complete a “Potential Vendor/Provider Recruitment Form.” This will provide the ND&R team with the information necessary to schedule an effective in-service/orientation meeting.

Claims Closing Procedures for Fiscal Year 2021

Due to the fiscal year close on June 30, 2022, the last date to file corrected claims for dates of service between June 17, 2021 and June 30, 2021 is Friday, June 17, 2022.

National Core Indicators (NCI) Staff Stability Survey

The National Core Indicators (NCI) is currently collecting responses to the 2021 Staff Stability Survey. This survey is specific to Qualified Vendors and includes questions about Arizona’s Direct Care Workforce for the time period January 2021 through December 2021. This information is critical for Arizona to plan for how to support and improve the direct care workforce.

Qualified Vendors received an email from staffstability@hsri.org the week of March 15, 2022 and again the week of March 22, 2022 with information about the survey and a vendor specific link to complete it. All Qualified Vendors are requested to participate. Staff Stability Surveys must be completed by June 30, 2022. Qualified Vendors who did not receive their survey link or who have questions about the Staff Stability Survey should contact DDD’s NCI Coordinator via email at NCISurveys@azdes.gov.

Member Augmentative and Alternative Communication Devices

Communication is a critical component of any person-centered service approach. Augmentative and Alternative Communication (AAC) devices allow members who are non-verbal or have limited language proficiency to communicate their wants and needs. These medically necessary devices are also their only method of communicating with their families and service providers. Members who utilize an AAC should under no circumstances ever be denied access to the device no matter what type of device it is. Denying member access to their AAC violates their rights under the Americans with Disabilities Act, is prohibited under Arizona Administrative Code, and violates Division policy. Qualified Vendors should ensure their staff understand their policies and address any issues related to AAC devices with the member’s planning team.

HCBS Rules 30-Day Public Comment Opportunity Ends July 5

AHCCCS is accepting public comment through July 5, 2022 regarding Home and Community Based Settings (HCBS) that meet the criteria for Heightened Scrutiny. Heightened Scrutiny is required by the Centers for Medicare and Medicaid Services (CMS) when a setting might share some characteristics of an institution (i.e., isolating people from the broader community), but there is an indication through an assessment that the setting can comply with the HCBS Rules by March 2023.

More information and a link to provide comments is posted on the AHCCCS HCBS website at azahcccs.gov/hcbs.

Comments can also be submitted by email to HCBS@azahcccs.gov or by mail to:

AHCCCS
c/o Program Initiatives Team
801 E. Jefferson Street, Mail Drop 6500,
Phoenix, AZ 85034

What Is Whistleblowing?

The Division's Corporate Compliance Program continues to promote policies, guidelines and education on program integrity as a means to detect, prevent and correct fraud, waste and abuse (FWA) and misconduct. In addition, the Corporate Compliance Program aims to develop a culture of compliance within its Qualified Vendor network, encouraging ethical conduct and commitment to compliance with contractual, state and federal rules and regulations. Whistleblowing is one of the most effective ways to detect, prevent and correct FWA and misconduct as it enables fairness and transparency in the workplace. The Division's Corporate Compliance program encourages a compliance culture in which openness and accountability are key factors so all stakeholders feel empowered to reject wrongdoing.

According to the U.S. Department of Labor, "Whistleblowing" is the term used when an employee reports information concerning wrongdoing by "making a disclosure" or "blowing the whistle." The wrongdoing is typically (although not always) something that has been witnessed at work.

What is the Whistleblower Protection Act (WPA)?

The [Whistleblower Protection Act](#) is a United States law originally passed as part of the [Civil Service Reform Act of 1978](#) which has been amended three times since, in 1989, 1994, and 2012. This law protects "any disclosure of information" by employees who reasonably believe evidence of an activity constituting a violation of law, rules, or regulations, or mismanagement, gross waste of funds, abuse of authority or a substantial and specific danger to public health and safety. WPA prohibits retaliation including demotions, pay cuts, or dismissals for blowing the whistle and provides legal remedies to whistleblowers who experience such retaliation. It also allows whistleblowers to make their disclosures confidentially. The latest update, passed in November 2012 and called the [Whistleblower Protection Enhancement Act \(WPEA\)](#) contains [important advances](#), including expanding the definition of "protected disclosure" and permitting whistleblowers to collect compensatory damages.

What is retaliation?

Retaliation occurs when an employer (through a manager, supervisor, or administrator) fires an employee or takes any other type of adverse action against an employee for engaging in protected activity.

What is an adverse action?

An adverse action is an action that would dissuade a reasonable employee from raising a concern about a possible violation or engaging in other related protected activity. Retaliation harms individual employees and can have a negative impact on overall employee morale. Because an adverse action can be subtle, such as excluding employees from important meetings, it may not always be easy to recognize.

Adverse actions may include:

- Firing or laying off
- Demoting
- Denying overtime or promotion
- Disciplining
- Denying benefits
- Failing to hire or rehire
- Intimidation or harassment
- Making threats
- Reassignment to a less desirable position or actions affecting prospects for promotion (such as excluding an employee from training meetings)

- Reducing or changing pay or hours
- More subtle actions, such as isolating, ostracizing, mocking, or falsely accusing the employee of poor performance
- Blacklisting (intentionally interfering with an employee's ability to obtain future employment)
- Constructive discharge (quitting when an employer makes working conditions intolerable due to the employee's protected activity)
- Reporting or threatening to report an employee to the police or immigration authorities

What is a qui tam?

Under the False Claims Act (FCA), qui tam allows persons and entities with evidence of fraud against federal programs or contracts to sue the wrongdoer on behalf of the United States government. The provisions of the FCA also incentivize whistleblowers with awards for their cooperation in working directly with government investigators, often in the capacity of a confidential informant. [The False Claims Act](#) is the most effective whistleblower law ever passed to protect and reward whistleblowers who expose government contract fraud.

What are the laws pertaining to whistleblowing?

- Inspector General Act (5 U.S.C. Appx.)
- Whistleblower Protection Act of 1989 (5 U.S.C. § 2302)
- Whistleblower Protection Enhancement Act of 2012 (Pub. L. 112-199)
- National Defense Authorization Act for Fiscal Year 2013 (41 U.S.C. § 4712)
- Military Whistleblower Protections Act (10 U.S.C. § 1034)
- Presidential Policy Directive 19

Division Policy and Standards of Conduct

- The Division does not retaliate against providers, subcontractors or agents for reporting suspected cases of FWA, or bringing a civil suit for a possible False Claims Act violation.

Qualified Vendors can find more information in:

- [Provider Policy Manual Chapter 20 - Fraud, Waste, and Abuse](#)
- [Provider Policy Manual Chapter 21 - False Claims Act](#)
- [Qualified Vendor Agreement Standard Terms and Conditions Section 6.5.17](#)

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. Qualified Vendors 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, July 7, 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