## DIVISION OF DEVELOPMENTAL DISABILITIES

# Sent on Behalf of DES/DDD Business Operations
*Please do not reply to this message*

**TRANSMITTAL DATE:  April 17, 2018**

**TOPIC**:  Claim Replacements

---

**Target Audience –All DES DDD Providers** who bill claims directly to DDD:

Beginning on Monday, **May 14, 2018**, DES DDD will have a new system in place for all vendors to make their own claim reversals and resubmissions for any claims submitted that are covered by the long-standing timely filing guidelines for corrected claims.

Attached please find a User Manual for the vendors on how to use the new application, known as the Claim Replacement Application.  With this new system in place, we will no longer be accepting reversal requests through the DDD-Claims@azdes.gov inbox.  Any requests that have been received prior to the opening of business on **May 14, 2018**, will be processed on a first-in, first-processed basis.  All requests received after **May 14** will be rejected and referred back to the new system.

Because of this new Claim Replacement Application, we are requiring all vendors to utilize the new Uniform Billing Template (attached).  This new form is required, beginning Monday, **May 14, 2018**, for all claims submissions that are not sent in via CMS 1500 or UB04 forms.

The new Claim Replacement Application will seem familiar to vendors who previously utilized the Uniform Billing Template for billing claims; only a few changes have been made to the new version to accommodate the use of the Claim Replacement System. Specifications for the new template are also attached.

Any submissions received on or after Monday, **May 14, 2018**, that use the original template will be rejected by our system, so please remember to utilize the new template to avoid any potential delays in the processing of claims submissions.

If you have any questions regarding the new Claim Replacement System, or the updated Uniform Billing Template, please feel free to contact Customer Service at 1-844-770-9500, or 602-542-6863, or DDDCustomerService-Providers@azdes.gov.

***Thank you!***