



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DDD/DES

CLAIMS PROCESSING

Target Audience - DDD Qualified Vendors and Providers

Transmittal Date - 3/21/2019

DDD has identified a claims processing error that is affecting a small number of Providers. Some claims are being denied although they meet the 6 month initial billing requirements. DDD is working on a solution to remedy the issue, but please follow these instructions until the issue is resolved:

If you believe you have submitted a timely claim, but you are still receiving the ">6 month error", please submit an override request to DDD-Claims@azdes.gov. The override request should include a copy of these two documents: [Override Cover Sheet](#) and [Override Request Document](#).

When the request is received, it will be reviewed by a Claims Specialist. If it is approved, it will be set for an override and released for payment. This is a manual process that takes several days, so payment may be delayed approximately one week. If the override request is denied, a response will be sent back to the requester with denial justification.

Thank you for your cooperation and patience while a permanent solution is implemented.

If you have questions related to this communication please call 1-844-770-9500 or send them to DDDCustomerServiceCenter@azdes.gov.