



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

CLAIMS PROCESSING ISSUE

Target Audience - Qualified Vendors and Providers

Transmittal Date - 09/12/2019

Recent policy has required DDD to change the reference tables that it uses for processing claims. This reference table change has caused some claims to deny for “Billing and Provider of Service AhcccsID are the same.” This occurs when the “Billing AHCCCS ID” and the “Rendering Provider of Service AHCCCS ID” must be different. If there is a rendering Provider, their AHCCCS ID should be supplied on the claim as the “Provider of Service.” If there is NOT a “Rendering Provider of Service,” the “Billing Provider AHCCCS ID” is sufficient and should NOT also be entered in the claim detail for “Provider of Service.”

Some of these claims have paid even though the same AHCCCS ID was entered in both locations; however, DDD MIS recommends following the above direction for claim submissions going forward to prevent claim denials due to this error.

If you have any questions, please contact the DDD Customer Service Center at 1-844-770-9500 or DDDCustomerServiceCenter@azdes.gov.