



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD Customer Service Center

Please do not reply to this message

TRANSMITTAL DATE: March 9, 2017

TOPIC: New Name for Unit and Change of E-Mail Address

Target Audience - All Vendors

The Division of Developmental Disabilities (DDD or Division) Provider Relations Unit has a new name and a new e-mail address; these changes reflect the true nature of the customer service provided by the Division. The DDD Customer Service Center (CSC) team (former Provider Relations team) handles inquiries and grievances from Qualified Vendors (QV) and providers on a multitude of issues. These issues might be related to, but not limited to, billing, timely payment issues, claims and contract issues. The CSC team also provides individualized training sessions for QVs regarding correct billing for authorized services.

The DDD CSC new email address is DDDCustomerService-Providers@azdes.gov. Please note, the previous Provider Relations email address is still active and will remain open for a time to ensure that all emails are properly delivered; however, it is no longer the primary email address for this mailbox.

Our phone numbers remain the same **1(866) 229-5553** or **(602) 542-6863**.

Questions related to this communication may be sent to the Customer Service Center at DDDCustomerService-Providers@azdes.gov.

Thank you!