

CHAPTER 3 PROVIDER SERVICE DEPARTMENTS

REVISION DATES: 07/01/2020, 5/16/2018, 2/14/2018, 5/5/2017, 5/27/2016, 1/29/2016, 4/16/2014

EFFECTIVE DATE: March 29, 2013

The Division of Developmental Disabilities (Division) offers assistance for its providers. For assistance regarding billing, claims, contracts, and health care services, or to initiate a provider inquiry or grievance (complaint), providers may contact the DDD Customer Service Center at 1-844-770-9500. Providers may also e-mail DDDCustomerService-Center@azdes.gov. The complainant will receive notification from the Customer Service Center within 24 hours. The notification will indicate both acknowledgement of the Grievance or inquiry and specific Grievance or Inquiry reference number.

The Customer Service Center provides:

- A. Assistance for new providers:
 - 1. Submitting claims to the Division
 - 2. Focus onboarding
 - 3. Learning how to upload files to the Division's secure server
 - 4. Accessing Division reporting tools.
- B. Provider Grievance (Complaint) System and inquiry resolution:
 - 1. Reviewing inquiries and provider grievances (complaints).
 - 2. Tracking inquiries and provider grievances (complaints) until resolved
 - 3. Collaborating with subcontractors, staff, and members for resolution.
- C. Provider Grievance (complaint) data including number of complaints, number of high-profile complaints, type of complaint, and average number of days to resolve complaints. Reporting on Provider Grievance (complaint) data for tracking and trending is received:
 - 1. Monthly
 - 2. Quarterly
 - 3. Semiannually
 - 4. Annually
- D. Claims assistance:
 - 1. Entering and resolving claims issues in the Division's Resolution System
 - 2. Advising on how to submit a clean claim.