



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD Claims & Recovery Unit

Please do not reply to this message

TRANSMITTAL DATE: July 25, 2018

TOPIC: Prior Authorization Waiver Process

Target Audience – All Vendors to DES DDD members that bill claims directly to DES

Attention all vendors to DES DDD members that bill claims directly to DES:

DES DDD has identified an issue regarding prior authorization denials received from TPL insurance coverages for DDD members. To alleviate and assure proper auditable documentation, the TPL Unit will be requesting additional documentation to process Provider Waiver Requests.

Waiver requests denied for Prior Authorization absent, missing or not on file will be addressed by reviewing the submitted Prior Authorization and the response received from the TPL insurance coverages. This will provide DES DDD with the necessary documentation for provider/member audits and verify adherence to proper DDD billing procedures and member quality of service.

Waiver requests lacking the proper TPL Prior Authorization documentation will be denied and sent back to the vendor for correction. DES DDD is not liable for payment for services rendered without prior authorization from the TPL Insurance coverages.

If you have any questions regarding the additional documentation required for TPL Prior Authorization denied waivers, please feel free to contact Customer Service at 1-844-770-9500, or DDDCustomerService-Providers@azdes.gov.

Thank you!