

3 PROVIDER CUSTOMER SERVICE AND NETWORK SUPPORT

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PURPOSE

The purpose of this document is to provide information on the customer service assistance and network support offered by the Division of Developmental Disabilities (DDD) to Qualified Vendors, Independent Providers, and parties interested in providing services to Division Members.

A. CUSTOMER SERVICE CENTER

1. Qualified Vendors and Independent Providers may contact the DDD Customer Service Center by phone at 1-844-770-9500 or by email at DDDCustomerServiceCenter@azdes.gov or DDDCustomerServiceCenter-Providers@azdes.gov for support with the following matters, including but not limited to:
 - a. Billing and claims submission to the Division
 - i. WellSky support.
 - ii. Submitting clean claims.

- iii. Entering and resolving claims issues in the Division's Resolution System.
- iv. Accessing Division reporting tools.
- b. Submitting inquiries or grievances to the Division for resolution.
- c. Contracts questions.
- d. Health care services questions.

B. PROVIDER NETWORK SUPPORT

1. Qualified Vendors may contact Provider Network Support by email at DDDProviderNetworkSupport@azdes.gov to request support with the following:
 - a. Technical assistance with service delivery or provision.
 - b. Support with initial development of Qualified Vendor policies related to service delivery.
 - c. Review and approval of Qualified Vendor policies.
 - d. Readiness review meetings.
 - e. Qualified Vendor statewide directory management.
 - f. Statewide provider meeting schedules.

2. Independent Providers may contact Provider Network Support by email at ProviderNetworkSupportIP@azdes.gov to request support with the following:
 - a. Technical assistance with service delivery or provision.
 - b. Reviews for Independent Provider readiness.
 - c. Rate assessments.
 - d. Technical assistance with fiscal intermediary agency, Public Partnership Limited.

C. NETWORK DEVELOPMENT AND RECRUITMENT UNIT

Qualified Vendors may contact the Network Development and Recruitment Unit at NetworkProviderRecruitment@azdes.gov for assistance with the following:

1. Expansion of services to other geographical areas.
2. Amendments to Qualified Vendor Agreements, to include additional services based on need.