



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

ZERO DOLLAR CLAIMS

Target Audience - Qualified Vendors and Providers

Transmittal Date - 02/14/2020

For many DDD members Medicaid is their only insurance coverage, however there are many members that also have additional insurance coverage. Medicaid is always the payor of last resort in regard to claims filed for eligible members. According to Arizona Revised Statute 36-2923, “a health care insurer shall: accept the state’s right of recovery from a third party payor pursuant to section 36-2903 and the assignment to this state of any right of an individual or other entity to payment from the third party payor for an item or service for which payment has been made pursuant to this chapter”.

This information is reflected in [Division Provider Policy Manual Chapter 57 Third Party Liability](#). Qualified Vendors (QV) have specific responsibilities related to obtaining and maintaining a member’s third party liability (TPL) coverage information as well as processing claims for members with TPL coverage. Chapter 57, Section D outlines the QVs responsibility to report the provision of service on the claim document indicating no amount is due from the Division when the QV has received payment from a third party when the amount meets or exceeds the published rate. This same requirement is reflected in the [Qualified Vendor Agreement \(QVA\) 6.4.10.4](#).

Submitting these “zero dollar claims” enables the Division to create a true picture of service utilization across all service types. Members that receive services from QVs reimbursed through TPL with no reporting to the Division are not captured as having received services. This impacts the Division’s ability to determine the efficacy of the QV network. Additionally, this will negatively impact the QVs timeliness of service metric reported through the Vendor Profile and puts the QV in breach of their QVA.

If you have additional questions, please submit them via email to TPLBenefits@azdes.gov.