

## Welcome to today's Tribal Policy Workgroup meeting!

While you are waiting TEST YOUR AUDIO.

LISTEN FOR MUSIC.

You were automatically muted upon entry.

Please only join by phone or computer.

Please use the chat feature for questions or raise your hand.



Thank you.

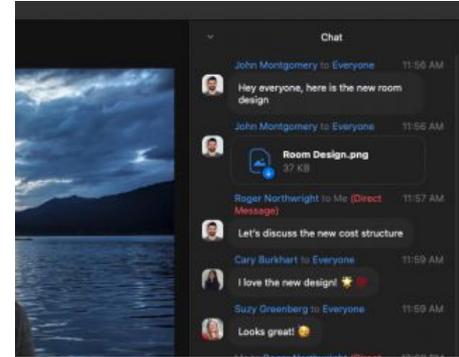
# Webinar Tips



**Mute your mic when you aren't speaking.**



**Limit background noise and distractions.**



**Use chat feature (or Q&A when available) to ask questions or share resources.**

# This Meeting Is Being Recorded

**The recording shall be the sole property of AHCCCS and participation in this meeting indicates your waiver of any and all rights of publicity and privacy.**

**Please disconnect from this meeting if you do not agree to these terms.**

# Tribal Consultation Notification

In accordance with A.R.S. 41-2051 Section C, AHCCCS ensures reasonable notice and opportunity for consultation with Indian Tribes prior to implementing policy changes likely to have a direct effect on Tribal communities, thereby strengthening the relationship between Tribes and AHCCCS.

**TPW Agenda Item Requests Received: 0**



# Tribal Policy Workgroup

November 25, 2024

# Tribal Policy Workgroup Overview

The Tribal Policy Workgroup (TPW) plays a crucial role in ensuring that AHCCCS policies reflect the diverse perspectives and needs of Tribal communities, ultimately contributing to improved healthcare outcomes and services for Tribal populations.

## General Tribal Policy Workgroup Goals:

- Policy Review and Feedback
- Identify Priorities
- Promote Transparency
- Enhance Engagement
- Policy Development Support
- Continuous Improvement

# Welcome & Opening Remarks



Marcus Johnson

*Deputy Director, Community Engagement & Regulatory Affairs  
(CERA)*

# Tribal Stakeholder Open Mic

# Open Mic Guidelines

The Open Mic is intended to empower Tribal and UIO leaders to voice perspectives, concerns, and updates, fostering collaborative dialogue with AHCCCS and fellow Tribal stakeholders.

## General Guidelines:

- Priority is given to Tribal leaders and delegates.
- Following Tribal leaders, the floor is open to UIO leadership and delegates, then 638/Tribal health directors, TRBHA leadership, IHS leadership, and MCO Tribal Teams.
- Agency's Listening Role: The agency will primarily listen, gather insights, and take notes of concern raised during this session.

# AHCCCS Medical Policy Manual

## AMPM Policies

*\*Applies to Managed Care Organizations (MCO)s, Fee-for-Service (FFS) Programs,  
and Providers*

**AHCCCS WELCOMES TRIBAL STAKEHOLDER FEEDBACK ON ALL  
POLICIES.**

# AHCCCS Medical Policy Manual (AMPM)

**CONSISTS OF OVER 256 POLICIES, ATTACHMENTS, AND STAND-ALONE EXHIBITS**

**The AMPM is applicable to our MCOs and Fee-For-Service (FFS) Programs and Providers.**

Including: all our MCO Contractors plus Fee-For-Service (FFS) Programs including: the American Indian Health Program (AIHP), DDD Tribal Health Program (DDD THP), Tribal ALTCS, Tribal Regional Behavioral Health Authority (TRBHA), and including (when applicable) the Federal Emergency Services (FES) Program

The purpose of the AMPM is to provide information to both Contractors and Providers regarding services that are covered within the AHCCCS program.

**AMPM aligns with Federal and State regulations, other Agency manuals, and applicable contracts.**

# AHCCCS Contractor Operations Manual

## ACOM Policies

*\*Applies to Managed Care Organizations (MCO)s.*

**AHCCCS Welcomes Tribal Stakeholder Feedback On All Policies.**

# AHCCCS Contractor Operations Manual (ACOM)

## CONSISTS OF OVER 160 POLICIES AND ATTACHMENTS

**This Manual applies to our MCO Contractors including ACC, ACC-RBHA, ALTCS E/PD, DCS/CHP (CHP), and DES/DDD (DDD) Contractors**

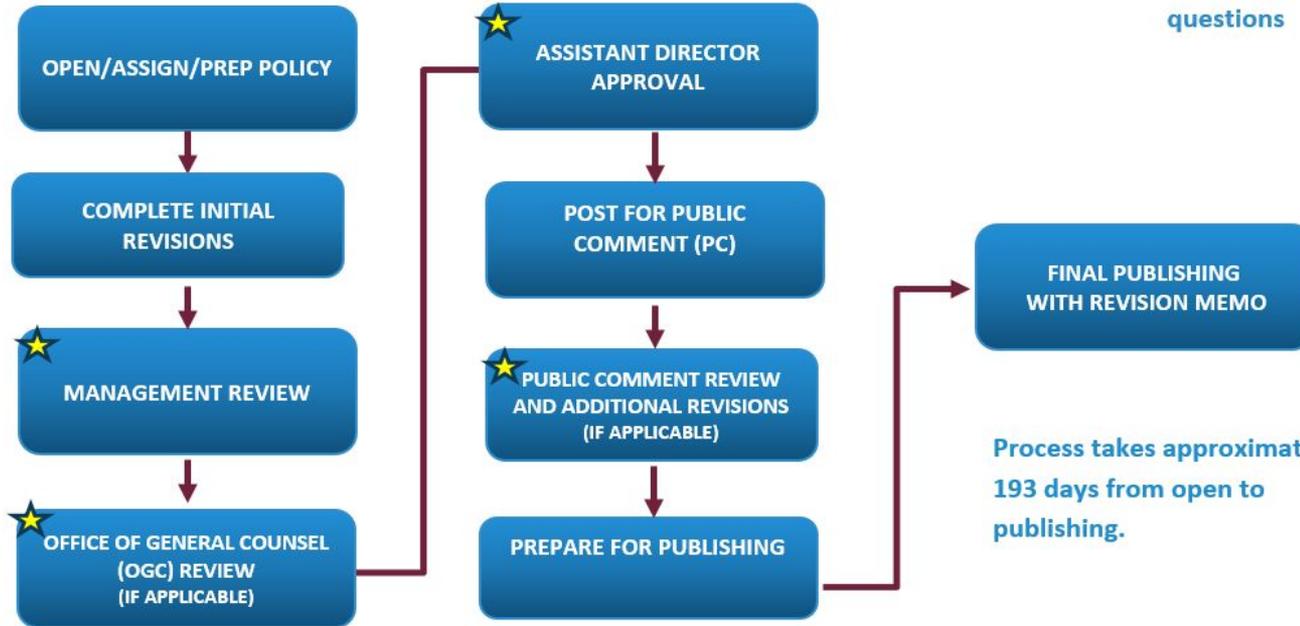
The purpose of the ACOM is to consolidate and provide ease of access to the Administrative, Claims, Financial, and Operational Policies of the AHCCCS Administration. The ACOM Manual provides information to Contractors and Subcontractors who have delegated responsibilities under a Contract.

**ACOM aligns with Federal and State regulations, other Agency manuals, and applicable contracts.**

# Revision Process

## POLICY WORKFLOW

★ Indicate phases where additional time may be required to respond to questions



Process takes approximately 193 days from open to publishing.

# Public Comment

Link to: AHCCCS Public Comment Web page  
[ahcccs.commentinput.com/comment/search](https://ahcccs.commentinput.com/comment/search)

# Public Comment (PC)

- Both ACOM and AMPM Policies with substantial changes go out for Public Comment (PC)
- PC is typically 45 days; however, Executive Management may approve an expedited 14-day comment period
- All individuals that have signed up for our Constant Contact will be notified of the Policy being posted for comment and have the opportunity to provide feedback on the changes

The *AHCCCS Medical Policy Manual (AMPM)* provides information to Contractors and Providers regarding services that are covered within the AHCCCS program. The AMPM is applicable to both Managed Care and Fee-for-Service members.

The AMPM should be referenced in conjunction with State and Federal regulations, other Agency manuals [AHCCCS Contractors' Operations Manual (ACOM) and the AHCCCS Fee-for-Service Manual], and applicable contracts.

[Subscribe for Email Notifications of Policy Updates](#)

# Policies Currently Posted for Public Comment (PC)

## **ACOM CHAPTER 300 – FINANCE**

- ACOM 307 CYE 25- ALTERNATIVE PAYMENT MODEL INITIATIVE-STRATEGIES AND PERFORMANCE-BASED PAYMENT INCENTIVE [Ends 12/22/24]

## **AMPM CHAPTER 300, SECTION 310 – COVERED SERVICES**

- AMPM POLICY 310-I - HOME HEALTH SERVICES [Ends on 12/08/24]
- AMPM POLICY 310-KK - BIOMARKERS TESTING [Ends on 12/15/24]

## **AMPM CHAPTER 700 – SCHOOL BASED CLAIMING PROGRAM/DIRECT SERVICES CLAIMING**

- AMPM POLICY 710 - SCHOOL BASED CLAIMING PROGRAM [Ends on 12/14/24]

# Policies Posted for Public Comment

## **AMPM CHAPTER 1000 – MEDICAL MANAGEMENT**

- AMPM POLICY 1020 - UTILIZATION MANAGEMENT [Ends on 11/30/24]

## **AMPM CHAPTER 1200 – ALTCS SERVICES AND SETTINGS FOR MEMBERS WHO ARE ELDERLY AND/OR HAVE PHYSICAL DISABILITIES AND/OR HAVE DEVELOPMENTAL DISABILITIES**

- AMPM POLICY 1240-G - PRIVATE DUTY NURSING AND LICENSED HEALTH AIDE SERVICES [Ends on 12/08/24]

updated as of 11/06/24

# List of Published Policies Since Last Tribal Policy Workgroup Meeting On 08/12/24

**28 AMPM POLICIES**

**21 ACOM**

# 28 AMPM Policies Published since last Tribal Policy Workgroup Meeting 08/12/24

## August 13, 2024

- AMPM POLICY 1010 – MEDICAL MANAGEMENT ADMINISTRATIVE REQUIREMENTS
- AMPM POLICY 1100 – FEDERAL EMERGENCY SERVICES PROGRAM

## September 05, 2024

- AMPM POLICY 320-T1 – BLOCK GRANTS AND DISCRETIONARY GRANTS
- AMPM POLICY 320-T2 - NON-TITLE XIX/XXI SERVICES AND FUNDING (EXCLUDING BLOCK GRANTS AND DISCRETIONARY GRANTS)
- AMPM POLICY 910 - QUALITY MANAGEMENT/PERFORMANCE IMPROVEMENT PROGRAM SCOPE

*Updated as of 11/06/24*

# 28 AMPM Policies Published since last Tribal Policy Workgroup Meeting 08/12/24

## September 05, 2024

- AMPM POLICY 920 - QUALITY MANAGEMENT/PERFORMANCE IMPROVEMENT PROGRAM ADMINISTRATIVE REQUIREMENTS
- AMPM POLICY 964 - CREDENTIALLED FAMILY SUPPORT PARTNER REQUIREMENTS
- AMPM POLICY 1240-A - DIRECT CARE SERVICES (ATTENDANT CARE, PERSONAL CARE, AND HOMEMAKER SERVICES)

*Updated as of 11/06/24*

# 28 AMPM Policies Published since last Tribal Policy Workgroup Meeting 08/12/24

## September 13, 2024

- AMPM POLICY 560 – CHILDREN’S REHABILITATIVE SERVICES CARE COORDINATION AND SERVICE PLAN MANAGEMENT

## September 27, 2024

- AMPM POLICY 310-K – HOSPITAL INPATIENT GENERAL SERVICES
- AMPM POLICY 310-BB – TRANSPORTATION
- AMPM POLICY 590 – BEHAVIORAL HEALTH CRISIS SERVICES AND CARE COORDINATION

*Updated as of 11/06/24*

# 28 AMPM Policies Published since last Tribal Policy Workgroup Meeting 08/12/24

## September 27, 2024

- AMPM POLICY 560 – CHILDREN’S REHABILITATIVE SERVICES CARE COORDINATION AND SERVICE PLAN MANAGEMENT
- AMPM POLICY 820 – FEE-FOR-SERVICE PRIOR AUTHORIZATION REQUIREMENTS
- AMPM POLICY 950 – CREDENTIALING AND RECREDENTIALING PROCESSES
- AMPM POLICY 960 – QUALITY OF CARE CONCERNS
- AMPM POLICY 961 – INCIDENT, ACCIDENT, AND DEATH REPORTING
- AMPM POLICY 963 – PEER AND RECOVERY SUPPORT SERVICE PROVISION REQUIREMENTS

*Updated as of 11/06/24*

# 28 AMPM Policies Published since last Tribal Policy Workgroup Meeting 08/12/24

## September 27, 2024

- AMPM POLICY 980 – PERFORMANCE IMPROVEMENT PROJECTS
- AMPM POLICY 1022 – JUSTICE SYSTEM REACH-IN PROGRAM

## October 09, 2024

- AMPM POLICY 541 – COORDINATION OF CARE WITH OTHER GOVERNMENT AGENCIES

## October 29, 2024

- AMPM POLICY 410 – MATERNITY CARE SERVICES

*Updated as of 11/06/24*

# 28 AMPM Policies Published since last Tribal Policy Workgroup Meeting 08/12/24

## November 07, 2024

- AMPM POLICY 100 – RESERVED
- AMPM EXHIBIT 300-3 – AHCCCS INTEGRATED SYSTEM OF CARE STRUCTURE, VALUES, AND PRINCIPLES
- AMPM POLICY 320-R – SPECIAL ASSISTANCE FOR MEMBERS WITH SERIOUS MENTAL ILLNESS
- AMPM EXHIBIT 1720-1 – HOUSING AND HEALTH OPPORTUNITIES (H2O) SERVICES
- AMPM EXHIBIT 1720-2 – HOUSING AND HEALTH OPPORTUNITIES (H2O) CASELOAD AND CONTACT REQUIREMENTS

*Updated as of 11/06/24*

# 28 AMPM Policies Published since last Tribal Policy Workgroup Meeting 08/12/24

## November 07, 2024

- AMPM EXHIBIT 1720-3 – HOUSING AND HEALTH OPPORTUNITIES (H2O) PROVIDER TRAINING

*Updated as of 11/06/24*

# 21 ACOM Policies Published since last Tribal Policy Workgroup Meeting 08/12/24

## August 13, 2024

- ACOM POLICY 111 – AHCCCS PHARMACY AND THERAPEUTICS COMMITTEE
- ACOM POLICY 317 – CHANGE IN CONTRACTOR ORGANIZATIONAL STRUCTURE
- ACOM POLICY 421 – CONTRACT TERMINATION: NURSING FACILITIES AND ALTERNATIVE HOME AND COMMUNITY BASED SERVICES SETTINGS
- ACOM POLICY 438 – ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION
- ACOM POLICY 445 – SUBMISSION OF REQUEST FOR HEARING

*Updated as of 11/06/24*

# 21 ACOM Policies Published since last Tribal Policy Workgroup Meeting 08/12/24

## August 26, 2024

- ACOM POLICY 305 – PERFORMANCE BOND AND EQUITY PER MEMBER REQUIREMENTS
- ACOM POLICY 325 – TARGETED INVESTMENTS 2.0 PROGRAM
- ACOM POLICY 402 - MEMBER TRANSITION FOR ANNUAL ENROLLMENT CHOICE AND ELIGIBILITY CHANGES
- ACOM POLICY 417 – APPOINTMENT AVAILABILITY, TRANSPORTATION TIMELINESS, MONITORING, AND REPORTING
- ACOM POLICY 445 – SUBMISSION OF REQUEST FOR HEARING

*Updated as of 11/06/24*

# 21 ACOM Policies Published since last Tribal Policy Workgroup Meeting 08/12/24

## September 05, 2024

- ACOM POLICY 326 – FIXED ADMINISTRATIVE COST COMPONENT RECONCILIATION FOR ACC AND ACC-RBHA

## September 27, 2024

- ACOM POLICY 305 CYE 25 – PERFORMANCE BOND AND EQUITY PER MEMBER REQUIREMENTS E/PD ONLY
- ACOM POLICY 306 CYE 25 – ALTERNATIVE PAYMENT MODEL INITIATIVE – WITHHOLD AND QUALITY MEASURE PERFORMANCE INCENTIVE
- ACOM POLICY 306 CYE 20 THROUGH CYE 22 – RESERVED
- ACOM POLICY 307 CYE 20 THROUGH CYE 22 – RESERVED

*Updated as of 11/06/24*

# 21 ACOM Policies Published since last Tribal Policy Workgroup Meeting 08/12/24

## September 27, 2024

- ACOM POLICY 308 – RESERVED
- ACOM POLICY 311 CYE 19 THROUGH CYE 22 – RESERVED
- ACOM POLICY 323 CYE 19 THROUGH CYE 22 AND NON-TITLE XIX/XXI PROFIT LIMIT (SFY 17 THROUGH SFY 23) – RESERVED
- ACOM POLICY 447 – EMPLOYMENT
- ACOM POLICY 448 – RESERVED

## November 07, 2024

- ACOM POLICY 100 – RESERVED

*Updated as of 11/06/24*

# AHCCCS Housing and Health Opportunities (H2O)



Elizabeth Da Costa

*Housing Program Administrator*

# AMPM Chapter 1700 - Health Related Social Needs

- AMPM 1710 - AHCCCS Housing Program, transfer of ACOM 448 and updates
- AMPM 1720 - H2O Provider Enrollment
- AMPM Exhibit 1720-1 - H2O Interventions
- AMPM Exhibit 1720-2 - Caseload and Contact Requirements
- AMPM Exhibit 1720-3 - Provider Training

# Open Floor

# Announcements

## Subscribe to the [AHCCCS Tribal Relations Public Calendar!](#)

This centralized platform aims to compile significant events involving AHCCCS, sister agencies, and tribal partners. To request your event be added to this calendar, please email [TribalRelations@azahcccs.gov](mailto:TribalRelations@azahcccs.gov) with the following information:

- 1) Event Name & Description, 2) Event Sponsor(s), 3) Event Date(s)/Time(s) and Location, 4) Registration Information, and 5) Event Point of Contact.**

# Learn about AHCCCS' Medicaid Program on YouTube!



Watch our Playlist:

[Meet Arizona's Innovative Medicaid Program](#)

# Other Resources - Quick Links

- AHCCCS [Waiver](#)
- AHCCCS [State Plan](#)
- AHCCCS [Grants](#)
- AHCCCS [Whole Person Care Initiative \(WPCI\)](#)
- AHCCCS [Office of Human Rights](#)
- AHCCCS [Office of Individual and Family Affairs](#)
- [Future RBHA Competitive Contract Expansion](#)

Thank You.

Have a great day!