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| **Contractor:** |  |
| **Line of Business:** |  |
| **Reviewer:** |  |

The Contractor shall complete a separate checklist for each line of business. The Contractor shall complete column ‘B’ and may complete column ‘C’ if applicable. Items below apply to all Contractors, unless otherwise specified.

The Contractor shall provide AHCCCS with guest access or screenshots of the requirement for any information that can only be verified through a secured portal.

| **MEmber Information *(the information below shall be included on the member’s section of the contractor’s website)*** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
|  | | **Contractor** | **Contractor** | **AHCCCS** | | **AHCCCS** |
| **(A)**  **Website Requirements** | | **(B)**  **URL Where Information Is Found** | **(C)**  **Contractor Notes/Comments** | **(D)**  **Yes** | **(E)**  **No** | **(F)**  **AHCCCS Comments** |
|  | A member specific link from the Contractor’s home page. |  | Me |  |  |  |
|  | Contractor toll free, Text Telephone Devises (TTY/TDY) customer service, and nurse triage line telephone number(s).  *All ACC, ACC-RBHA, ALTCS E/PD, and CHP contractors are prohibited from having separate customer service phone numbers for physical health and behavioral health services.* |  |  |  |  |  |
|  | Information is available in a format that can be retained and printed. |  |  |  |  |  |
|  | A current member handbook in a machine readable file and format. |  |  |  |  |  |
|  | Any AHCCCS approved inserts or updates to the current member handbook that have not been incorporated into the member handbook. |  |  |  |  |  |
|  | Current and past three member newsletters. |  |  |  |  |  |
|  | Availability and accessibility of behavioral health crisis services to include a single statewide crisis hotline telephone number prominently displayed on the website. The TRBHA crisis lines must be included on the website when appropriate. |  |  |  |  |  |
|  | For ACC-RBHA, ALTCS E/PD, DDD Contractors Only:  Complaint, grievance, appeal, and request for hearing information for each group listed below:   * Members determined SMI, * ACC-RBHA only: members not determined SMI and not eligible for Title XIX/XXI services. |  |  |  |  |  |
|  | General information about filing a member grievance or appeal and request for hearing. |  |  |  |  |  |
|  | General information about obtaining interpreter and translation services. |  |  |  |  |  |
|  | AHCCCS member survey results via link to AHCCCS website. |  |  |  |  |  |
|  | AHCCCS provider survey results via link to AHCCCS website. |  |  |  |  |  |
|  | Performance measure results via link to AHCCCS website. |  |  |  |  |  |
|  | Contractor member survey results, as available. |  |  |  |  |  |
|  | Contractor provider survey results, as available. |  |  |  |  |  |
|  | Contractors shall include a drug list which includes, but is not limited to, the AHCCCS Drug List.  Contractors may link to the AHCCCS website for the AHCCCS Drug List.  The drug list shall be updated quarterly or within 30 days of AHCCCS notification. The following shall be available in a searchable, machine readable file and a, user friendly format:   * A comprehensive medication drug list by drug classification, the brand name and/or generic name of the medication, including notations for all medications that require a prior authorization, * A medication drug list by drug class, * A specific (individual) drug look-up capability. * For ACC-RBHA only: AHCCCS approved Crisis Drug List. |  |  |  |  |  |
|  | A user friendly, searchable provider directory (including specialists for referrals). The directory shall be made available in a machine- readable file and format and include the following search functions and be current and updated within 15 days of a network change, if necessary:   * Name of provider or facility, * Provider or Service Type, * Specialty, * Languages spoken by Practitioner, * Office Locations (e.g., county, city, or zip code).   Search results shall show information identifying network provider offices that offer reasonable accommodations for members such as: physical access, accessible equipment, and culturally competent communications with physical disabilities. |  |  |  |  |  |
|  | Information on the Contractor’s role in helping school administrators and leaders connect with behavioral health providers statewide to meet their students' needs. |  |  |  |  |  |
|  | Information on the Contractor’s role in helping H2O Providers, Enhanced Shelters, and the Statewide Housing Administrator connect to behavioral health providers to meet their member’s needs.  *Only applies to Contractors serving individuals with Serious Mental Illness (SMI).* |  |  |  |  |  |
|  | A Community Resource Guide that is updated quarterly and contains community resource information applicable to the population in the assigned Geographic Service Area (GSA) and is provided in hard copy when requested.  Resources in the Guide shall include but are not limited to 2-1-1 Arizona, WIC, Head Start, AzEIP, Area Agency on Aging, Alzheimer’s Association, Mentally Ill Kids in Distress (MIKID), AZ Suicide Prevention Coalition, and National Alliance on Mental Illness (NAMI), Health-e-Arizona Plus, and AZlinks.  The Guide shall also include Tobacco cessation information, as described in the Member Handbook. A link to the Tobacco Free Arizona website should be included:  Https://www.azdhs.gov/prevention/chronic-disease/tobacco-free-az/index.php. |  |  |  |  |  |
|  | A listing of providers who specialize in **diagnosing** Autism Spectrum Disorder (ASD) on its website. This list is separate from the list of providers that specialize in the treatment of individuals with ASD. This shall include information for members with ASD on how to access specialized services. At a minimum, the listing shall include the following fields:   * Group Practice Name, * Address, * Phone Number, * Diagnostician Name, * Type, and * Specialized Age Range. |  |  |  |  |  |
|  | A listing of providers who specialize in the **treatment** of individuals with ASD on its website. This list is separate from the list of providers that specialize in the diagnosing of ASD. This shall include information for members and their families on how to access specialized treatment services including but not limited to Applied Behavior Analysis. Information shall reflect other treatment modalities designed to meet needs of individuals diagnosed with ASD. At a minimum the listing shall include the following fields:   * Group Practice Name, * Address, * Phone Number, * Provider Name, * Treatment Type, and * Specialized Age Range. |  |  |  |  |  |
|  | **For Out-of-State Placements for Behavioral Health Treatment:**  A listing of out-of-State facilities contracted to meet the unique circumstances or clinical needs of members and includes the facility specializations. |  |  |  |  |  |
|  | Prominently identify a list of Substance Use Disorder (SUD)/Medications for Opioid Use Disorder (SUD/MOUD) providers who serve adolescents and pregnant members. This list should be kept up to date and easily accessible. |  |  |  |  |  |
|  | Information on the Contractor’s process for referrals and provision of Augmentative and Alternative Communication (AAC) related services, including AAC device evaluations. |  |  |  |  |  |
|  | Services for which Prior Authorization (PA) is required and PA criteria. |  |  |  |  |  |
|  | Medical Determination Criteria and Clinical Practice Guidelines. |  |  |  |  |  |
|  | Behavioral Health Residential Facility (BHRF) Medical Necessity Criteria as outlined in AMPM Policy 320-V. |  |  |  |  |  |
|  | For DDD and CHP, Children’s Services Liaison phone number and the 24-hour contact number for each DDD Subcontracted Health Plan as outlined in ACOM Policy 449. |  |  |  |  |  |
|  | Easy to find information and contact points for the Contractor’s Office of Individual and Family Affairs (OIFA) department. |  |  |  |  |  |

| **Provider Information *(the information below shall be included on the Provider’s section of the contractor’s website)*** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
|  | | **Contractor** | **Contractor** | **AHCCCS** | | **AHCCCS** |
| **(A)**  **Website Requirements** | | **(B)**  **URL Where Information Is Found** | **(C)**  **Contractor Notes/Comments** | **(D)**  **Yes** | **(E) No** | **(F)**  **AHCCCS Comments** |
|  | Provider Manual. |  |  |  |  |  |
|  | A searchable and comprehensive AHCCCS Drug List. The Drug List shall be available in a user-friendly, machine-readable file and format. |  |  |  |  |  |
|  | Provider Directory (including specialists for referral). The directory shall be available in a user-friendly, machine-readable file and format. |  |  |  |  |  |
|  | Information on the Contractor’s role in helping school administrators and leaders connect with behavioral health providers statewide to meet their students' needs. |  |  |  |  |  |
|  | Information on the Contractor’s process for referrals and provision of AAC related services, including AAC device evaluations. |  |  |  |  |  |
|  | The Contractor’s Internal Performance Measure Results. |  |  |  |  |  |
|  | The AHCCCS Performance Measure Results for the Contactor via link to AHCCCS website. |  |  |  |  |  |
|  | Medical Determination Criteria and Clinical Practice Guidelines. |  |  |  |  |  |
|  | AHCCCS provider survey results via link to AHCCCS website. |  |  |  |  |  |
|  | Contractor provider survey results, as available. |  |  |  |  |  |
|  | Enrollment Verification. |  |  |  |  |  |
|  | Claims Inquiry (adjustments requests; information on denial reasons). |  |  |  |  |  |
|  | Accept Health Insurance Portability and Accountability Act (HIPAA) compliant electronic claims transactions. |  |  |  |  |  |
|  | Display Reimbursement Information. |  |  |  |  |  |

**Explain (describe) what actions or strategies have been implemented or will be taken to determine that members who access your website can easily find and navigate the required member website content (e.g. use of member surveys, grievance feedback, member council, etc.**