

**DATE:** September 25<sup>th</sup>, 2023  
**TO:** Holders of the AHCCCS Medical Policy Manual  
**FROM:** DHCS Contracts and Policy  
**SUBJECT:** AHCCCS Medical Policy Manual (AMPM)

This memo describes additions and/or revisions to the AMPM. For questions regarding policy updates email the Contracts and Policy Unit at: [DHCMContractsandPolicy@azahcccs.gov](mailto:DHCMContractsandPolicy@azahcccs.gov).

### **NAME CHANGE**

Effective April 1, 2021, Comprehensive Medical and Dental Program (CMDP) changed to Comprehensive Health Plan (CHP) due to Behavioral health integration. Refer to Laws 2019, 1<sup>st</sup> Regular Session. AHCCCS is in the process of revising all pertinent documents to reflect the new name.

### **CONTRACT NAME CHANGE**

Effective October 1, 2022, the Regional Behavioral Health Authority (RBHA) for the Managed Care Organizations was aligned with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC-RBHA Contractors. AHCCCS is in the process of revising all pertinent documents to reflect this change.

---

### **AHCCCS CONTRACT AND POLICY DICTIONARY AND AHCCCS RELATED ACRONYMS**

*To view the AHCCCS Contract and Policy Dictionary, please access the following link:*

#### **[AHCCCS CONTRACT AND POLICY DICTIONARY](#)**

The AHCCCS Contract and Policy Dictionary provides a centralized location for definitions that are utilized in various ACOM and AMPM Policies. A hyperlink to the location of the AHCCCS Contract and Policy Dictionary has been added to all policies found in both the ACOM and AMPM. AHCCCS is in the process of adding an area within the Definition Section of all policies that identifies terms used/referenced in that policy to encourage viewing of the AHCCCS Contract and Policy Dictionary to better understand how AHCCCS defines the word or term. However, some policies have specific terms/definitions that may have a slightly different meaning for that respective Policy; those terms/ definitions will remain in the Policy and will include a statement indicating 'For purposes of this Policy only'.

*To view the AHCCCS Related Acronyms, please access the following link:*

#### **[AHCCCS RELATED ACRONYMS](#)**

---

**[UPDATES AND REVISIONS TO THE AHCCCS MEDICAL POLICY MANUAL \(AMPM\)](#)**

*To view the policies and attachments, please access the following link:*

**[AHCCCS MEDICAL POLICY MANUAL \(AMPM\)](#)**

**AMPM POLICY 310-P – MEDICAL EQUIPMENT, MEDICAL APPLIANCES, AND MEDICAL SUPPLIES**

AMPM Policy 310-P was revised to add a new section F, providing timeline requirements for the Contractor to provide medical equipment, medical appliances, and medical supplies.

- **ATTACHMENT A – MEDICAL EQUIPMENT, MEDICAL APPLIANCES, AND MEDICAL SUPPLIES SERVICE DELIVERY REPORTING**

Attachment A, formerly titled Medical Equipment Service Delivery Reporting, had a title change to include Medical Appliances and Medical Supplies. Attachment was updated to include the new categories in alignment with title change.

**POST PUBLIC COMMENT CHANGES:**

AMPM Policy 310-P was revised to further clarify original changes after being posted for public comment on 06/07/23.

**AMPM POLICY 310-V - PRESCRIPTION MEDICATIONS/PHARMACY SERVICES**

AMPM Policy 310-V was revised to align with A.R.S. § 32-3248.01 which are exceptions to the 5-day initial opioid supply limit.

Additional revisions include clarifying Contractor requirements for AHCCCS approved preferred drugs, adherence to the Arizona Opioid Act, alignment with Centers for Medicare and Medicaid Services (CMS) changes related to the Federal Opioid Legislation, prescription drug counseling, and updating language to include vaccine administration by pharmacy technicians. Applicability has been expanded to include Division of Developmental Disabilities (DDD) Tribal Health Program (DDD THP) to reflect programmatic changes as well as alignment with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors.

- **ATTACHMENT A – INFORMED CONSENT/ASSENT FOR PSYCHOTROPIC MEDICATION TREATMENT**

Attachment A was revised for minor grammatical updates.

- **ATTACHMENT B – 5-DAY SUPPLY LIMIT OF SHORT-ACTING OPIOID AND LONG-ACTING OPIOID MEDICATION EXCLUSION SPECIFICATIONS**

Attachment B was revised for minor grammatical updates.

○ **ATTACHMENT C – ICD-10-CM DIAGNOSIS CODE**

No changes.

**AMPM POLICY 320-I – TELEHEALTH**

AMPM Policy 320-I was revised to clarify reimbursement rate requirements for in person office/facility settings. Applicability was expanded to include DDD Tribal Health Program (DDD THP) as a Fee-For-Service Program.

**AMPM POLICY 320-O - BEHAVIORAL HEALTH ASSESSMENTS, SERVICE, AND TREATMENT PLANNING**

AMPM Policy 320-O was revised for annual updates including clarifying language for behavioral health assessments, service and treatment planning, coordination requirements, and the addition of Serious Emotional Disturbance (SED) population applicability. For Fee-For-Service Programs, revisions include strengthening coordination requirements for assessment and treatment planning, exchange of records, and optional utilization of the Child Family Team (CFT) or Adult Recovery Team (ART). Crisis and Safety Plan was updated to Safety Plan with additional elements.

**POST PUBLIC COMMENT CHANGES:**

AMPM Policy 320-O was revised to further clarify original changes after being posted for public comment on 06/12/23.

○ **ATTACHMENT A - SERVICE PLAN RIGHTS ACKNOWLEDGEMENT TEMPLATE**

Attachment A was updated for minor grammatical edits.

## **AMPM POLICY 320-P - ELIGIBILITY DETERMINATIONS FOR INDIVIDUALS WITH SERIOUS EMOTIONAL DISTURBANCE AND SERIOUS MENTAL ILLNESS**

AMPM Policy 320-P was revised to align with the Serious Mental Illness (SMI) Eligibility Determination YH23-0001 Request for Proposal including added eligibility determinations for Serious Emotional Disorder (SED) to the responsibilities of the SMI Eligibility determining entity. Policy was revised to combine Clinical and Administrative Decertification processes under Removal of Designation to be completed by the determining entity; a change from Administrative Decertification being completed by AHCCCS. Division of Developmental Disabilities (DDD) Tribal Health Program (DDD THP) was added to the purpose statement to reflect programmatic changes.

- **ATTACHMENT A - RESERVED**

Attachment A, formerly titled Serious Mental Illness Eligibility Determination Form, was reserved as form is redundant with online portal process for submission.

- **ATTACHMENT B - RESERVED**

Attachment B, formerly titled Serious Mental Illness Qualifying Diagnosis, was reserved as reference PMMIS screen and Medical Coding Page is on the AHCCCS website for diagnosis codes for SED and SMI.

- **ATTACHMENT C - RESERVED**

Attachment C, formerly titled Administrative Serious Mental Illness Decertification Form, was reserved as it is no longer needed.

### **POST PUBLIC COMMENT CHANGES:**

AMPM Policy 320-P was revised to further clarify original changes after being posted for public comment on 06/12/23.

## **AMPM POLICY 320-Q - GENERAL AND INFORMED CONSENT**

AMPM Policy 320-Q was revised to align with 42 CFR Part 2 requirements regarding Substance Use Disorder (SUD) patient records and added flexibility to accept written or digital signature of member for documenting consent.

- **ATTACHMENT B – SUBSTANCE USE PREVENTION PROGRAM EVALUATION CONSENT**

Attachment B was revised for clarity and ease of reading.

**AMPM POLICY 431 – ORAL HEALTH CARE FOR EARLY AND PERIODIC SCREENING, DIAGNOSIS AND TREATMENT AGED MEMBERS**

AMPM Policy 431 was revised to update the appointment standards matrix to align with ACOM Policy 417. In addition, Primary Care Provider (PCP) fluoride varnish applications are now allowable up to age five versus age two. Language surrounding affiliated practice dental hygienist was updated for clarity. Minor grammatical edits were made throughout policy.

- **ATTACHMENT A – AHCCCS DENTAL PERIODICITY SCHEDULE**

No changes.

- **ATTACHMENT B - DENTAL PROGRAM PLAN CHECKLIST**

Attachment B, formerly titled Dental Plan and Evaluation Checklist had a title change to Dental Program Plan Checklist. A process for monitoring dental/oral health was removed to reduce duplication. Additional minor edits were made throughout the Attachment.

**AMPM POLICY 910 – QUALITY MANAGEMENT/PERFORMANCE IMPROVEMENT PROGRAM SCOPE**

AMPM Policy 910 was revised to align with annual contract updates and to support National Committee for Quality Assurance (NCQA) Accreditation requirements. Minor grammatical edits were made throughout the policy.

**POST PUBLIC COMMENT CHANGES:**

AMPM Policy 910 was revised to further clarify original changes after being posted for public comment on 07/13/23.

- **ATTACHMENT A - AHCCCS CONTRACTOR SERVICES/SERVICE SITE MONITORING**

Attachment A was revised to include Behavioral Health Outpatient Treatment and had minor grammatical edits.

- **ATTACHMENT B - ALTCS CONTRACTORS MONITORING OF DIRECT CARE WORKER TRAINING AND TESTING STANDARDS**

Attachment B was revised to add continuing education and had minor grammatical edits.

### **AMPM POLICY 964 - CREDENTIALLED FAMILY SUPPORT PARTNER REQUIREMENTS**

AMPM Policy 964, formerly titled Credentialed Parent Peer/Family Support Requirements, had a title change to align with annual contract updates. Revision includes clarifying credentialing pre-requisites, credentialing record requests, and reimbursement for family support services. A new section for inter state reciprocity was added and curriculum standards were clarified and re-organized for flow.

- **ATTACHMENT A - CREDENTIALLED FAMILY SUPPORT PARTNER INVOLVEMENT IN SERVICE DELIVERY REPORT**

Attachment A, formerly titled Credentialed Parent Peer-Family Support Partner Involvement in Service Delivery Report, had a title change for alignment with policy. Instructions were updated for clarity.

- **ATTACHMENT B - CREDENTIALLED FAMILY SUPPORT PARTNER GRADUATES**

Attachment B, formerly titled Credentialed Parent Peer-Family Support Partner Graduates, had a title change for alignment with policy.

#### **POST PUBLIC COMMENT CHANGES:**

AMPM Policy 964 was revised to further clarify original changes after being posted for public comment on 07/13/23.

### **AMPM POLICY 970 - PERFORMANCE MEASURES**

AMPM Policy 970 was revised to align with annual contract updates and had minor grammatical edits.

### **AMPM POLICY 980 - PERFORMANCE IMPROVEMENT PROJECTS**

AMPM Policy 980 was revised to align with annual contract updates and had minor grammatical edits.

- **ATTACHMENT A - PROTOCOL FOR CONDUCTING PERFORMANCE IMPROVEMENT PROJECTS**

Attachment A was revised to align with Centers for Medicare and Medicaid Services (CMS) External Quality Review (EQR) Protocol updates.

### **AMPM POLICY 1020 - UTILIZATION MANAGEMENT**

AMPM Policy 1020 was revised to align with annual contract updates and to support the National Committee for Quality Assurance Standards (NCQA) Accreditation. Division of Developmental Disabilities (DDD) Tribal Health Program (DDD THP) was added to the purpose statement to reflect programmatic changes.

**AMPM POLICY 1023 – DISEASE/CHRONIC CARE MANAGEMENT**

AMPM Policy 1023 was revised to align with annual contract updates and to support National Committee for Quality Assurance (NCQA) Accreditation. Language for Fee-For-Service coordination was strengthened to include Multispecialty Integrated Clinics and included members living with a Serious Mental Illness (SMI).