

**DATE:** September 28, 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.

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### **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](#)**

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**[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 EXHIBIT 400-2A – MATERNITY AND FAMILY PLANNING SERVICES AND SUPPLIES PLAN CHECKLIST**

AMPM Exhibit 400-2A had a title change to “Maternity and Family Planning Services and Supplies Plan Checklist”. The Exhibit was updated to align with annual contract requirements and to address maternal mortality and health disparities.

**AMPM POLICY 920 – QUALITY MANAGEMENT/PERFORMANCE IMPROVEMENT PROGRAM**

AMPM Policy 920 was revised to clarify AHCCCS Quality Management/Performance Improvement (QM/PI) Program plan deliverable requirements as well as alignment with annual contract requirements. The Policy was also revised to support the National Committee for Quality Assurance (NCQA) accreditation standards.

- **ATTACHMENT B - AHCCCS QUALITY IMPROVEMENT CORRECTIVE ACTION PLAN CONTRACTOR CHECKLIST**

Attachment B was revised for clarity.

## **AMPM POLICY 963 – PEER AND RECOVERY SUPPORT SERVICE PROVISION REQUIREMENTS**

AMPM Policy 963 was revised to incorporate the implemented recommendations from the Arizona Auditor General’s report and other programmatic improvements to the State’s overall peer support program. The training curriculum elements were revised.

- **ATTACHMENT A – PEER/RECOVERY SUPPORT SPECIALIST INVOLVEMENT IN SERVICE DELIVERY**

Attachment A was revised to include columns to track behavioral health employment status, county of employment and hours of supervision, and a new drop-down menu for staff credentials.

- **ATTACHMENT B – PEER SUPPORT EMPLOYMENT TRAINING PROGRAM ADMISSION INTERVIEW TOOL**

Attachment B had a title change to “Peer Support Employment Training Program Admission Interview Tool.” Interview tool questions were revised to include new sections with clarifying or expanded explanations.

- **ATTACHMENT C – PEER SUPPORT EMPLOYMENT AND TRAINING GRADUATES**

No changes.

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

AMPM Policy 963 was revised to further clarify original changes after being posted for public comment on 08/04/23.

## **AMPM EXHIBIT 1620-10 – AHCCCS PERSON CENTERED SERVICE PLAN**

AMPM Exhibit 1620-10 was revised to support the National Committee for Quality Assurance (NCQA) accreditation standards. Additional questions were added to cover a broader perspective to capture elements of Social Determinants of Health (SDOH) and signature requirements updated to include allowance of digital signature methods.

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

AMPM Exhibit 1620-10 was revised to further clarify original changes after being posted for public comment on 07/19/23.

### **AMPM POLICY 1630 – ADMINISTRATIVE STANDARDS**

AMPM Policy 1630 was revised to include the new ALTCS Person-Centered Service Plan (PCSP) Performance Standards deliverable and to support National Committee for Quality Assurance (NCQA) accreditation standards.

- **ATTACHMENT A – CASE MANAGEMENT PLAN CHECKLIST**

Attachment A was revised to include the implementation and incorporation of the new case file audit requirements within the Contractor’s established case file audit process.

- **ATTACHMENT B – PERSON-CENTERED SERVICE PLAN PERFORMANCE STANDARDS**

Attachment B is a new deliverable for ALTCS Person-Centered Service Plan (PCSP) performance and was developed in alignment with Centers for Medicare & Medicaid Services (CMS) requirements for PCSP.

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

AMPM Policy 1630 was revised to further clarify original changes after being posted for public comment on 07/19/23.