

**DATE:** September 5, 2024  
**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.

### **DIVISION OF DEVELOPMENTAL DISABILITIES TRIBAL HEALTH PROGRAM (DDD THP)**

The Division of Developmental Disabilities (DDD) Tribal Health Program (THP) is the Fee-For-Service health plan which administers physical health, behavioral health, and Long-Term care Services and Supports (LTSS) for DDD-THP enrolled American Indian/Alaska Native members. Effective April 01, 2022, responsibility for managing acute Physical/Behavioral Health/Children's Rehabilitative Services (CRS), and THP members with a Serious Mental Illness (SMI) designation was transitioned to AHCCCS. AHCCCS is in the process of revising all pertinent documents to reflect this new change.

### **CONTRACT NAME CHANGE**

Effective October 1, 2022, the Regional Behavioral Health Authority (RBHA) for the Managed Care Organization 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.

### **SECTION 504 OF THE REHABILITATION ACT**

Modifications are being made to remove symbols and periods from various Federal and State citations to ensure accessibility for all individuals in compliance with Section 504 of the Rehabilitation Act. AHCCCS is in the process of revising all pertinent documents to reflect this change.

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**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 POLICY 320-T1 – BLOCK GRANTS AND DISCRETIONARY GRANTS**

*Implementation Date 10/01/24*

AMPM Policy 320-T1 was revised for minor formatting, grammatical edits, and clarity. Additional substantial changes include but are not limited to:

- Revising First Episode Psychosis (FEP) Program definition to clarify the FEP Program includes individuals under 18 years of age.
- Adding terms to define Substance Abuse and Mental Health Services Administration (SAMHSA) recognized populations.
- Revising to clarify oversight and monitoring responsibilities for Non-Title XXI/XXI funds and funded activities.
- Revising to update current location and references for billing and coding guidance.
- Adding new Section (B.) for detailed oversight and monitoring responsibilities for Non-Title XXI/XXI funds and funded activities.
- Replacing Abuse' with 'Use' throughout the policy, in compliance with CMS guidelines.
- Removing "Supportive Housing Services" as they are a Title XIX/XXI covered service and are not unique to grant funded programs.
- Adding reference to AMPM Policy 590 for crisis intervention services.
- Adding reference to SUBG FAQs to incorporate the guidance in the FAQs into policy.

- Updating as eligibility clarification and contractor expectations for Early Serious Mental Illness (ESMI).
- Removing reference to AHCCCS behavioral health diagnosis list as it is not specific to Mental Health Block Grant (MHBG) eligibility.
- Adding language consistent with US Code Eligibility and AMPM Policy 320-P regarding Serious Mental Illness (SMI) Designation.
- Updating to include Medication Assisted Treatment (MAT) (inclusive of treatment modality) and Medications for Opioid Use Disorder (MOUD).
- Clarifying aspects of the Continuum of Care.
- Adding payor of last resort for clarification for use of funding sources.
- Revising to reference Contract for monitoring and oversight compliance.
- Adding for clarification of AHCCCS oversight and monitoring activities related to the grant funded programs.

**ATTACHMENT A – CHARITABLE CHOICE- ANTI-DISCRIMINATION NOTICE TO INDIVIDUALS RECEIVING SUBSTANCE USE DISORDER TREATMENT SERVICES**

Attachment A had no changes.

**ATTACHMENT B – RESERVED**

Attachment B, formerly titled Serious Emotional Disturbance (SED) Program Status Report, is reserved and no longer applicable to the policy.

**ATTACHMENT B1 – RESERVED**

Attachment B1, formerly titled Serious Mental Illness Program Status Report, is reserved and no longer applicable to the policy.

**ATTACHMENT C – RESERVED**

Attachment C, formerly titled First Episode Psychosis Program Status Report, is reserved and no longer applicable to the policy.

**ATTACHMENT D – RESERVED**

Attachment D, formerly titled Independent Case Review (ICR) Peer Review Data Pull, is reserved and no longer applicable to the policy.

**ATTACHMENT E – RESERVED**

Attachment E, formerly titled Substance Abuse Block Grant (SABG) HIV Activity Report, is reserved and no longer applicable to the policy.

**ATTACHMENT F – RESERVED**

Attachment F, formerly titled Substance Abuse Block Grant (SABG) HIV Site Visit Report, is reserved and no longer applicable to the policy.

**ATTACHMENT F-1 – RESERVED**

Attachment F-1, formerly titled Oxford House Financial Reports, is reserved and no longer applicable to the policy.

**ATTACHMENT G – RESERVED**

Attachment G, formerly titled Substance Abuse Block Grant (SABG) Performance Progress Report, is reserved and no longer applicable to the policy.

**ATTACHMENT H – RESERVED**

Attachment H, formerly titled Oxford House Model Report, is reserved and no longer applicable to the policy.

**ATTACHMENT I – RESERVED**

Attachment I, formerly titled Substance Abuse Block Grant (SABG) Priority Population Waitlist Report, is reserved and no longer applicable to the policy.

**ATTACHMENT J – RESERVED**

Attachment J, formerly titled SABG Capacity Management Report, is reserved and no longer applicable to the policy.

**ATTACHMENT K – RESERVED**

Attachment K, formerly titled Substance Abuse Block Grant (SABG), Mental Health Block Grant (MHBG) Plan, is reserved and no longer applicable to the policy.

**ATTACHMENT L – RESERVED**

Attachment L, formerly titled Substance Abuse Block Grant (SABG), Mental Health Block Grant (MHBG) Report, is reserved and no longer applicable to the policy.

**POST PUBLIC COMMENT CHANGES that concluded on July 22, 2024:** Additional revisions were made to AMPM Policy 320-T1 based on Public Comment including:

- Updating CFR citation within the definition of Subrecipient.
- Removing statement SUBG Primary Prevention program requirements and definitions are found in the AHCCCS Covered Behavioral Health Services Guide.

**AMPM POLICY 320-T2 - NON-TITLE XIX/XXI SERVICES AND FUNDING (EXCLUDING BLOCK GRANTS AND DISCRETIONARY GRANTS)**

*Implementation Date 10/01/24*

AMPM Policy 320-T2 was revised for minor formatting, grammatical edits, and clarity. Additional substantial changes include but are not limited to:

- Revising to clarify that the responsibility to coordinate care remains with the health plan of enrollment when Non-Titled covered service needs are identified.
- Revising to clarify oversight and monitoring responsibilities for Non-Title XIX/XXI funds and funded activities.
- Revising to direct contractors and providers to all available resources for coding and billing information.
- Removing Supportive Housing Services as it is covered under Title XIX/XXI.
- Clarifying AHCCCS expectation for documentation and shared coverage of applicable services.
- Adding to allow for flexibility in possible future funding sources to support the evidence-based practice.
- Adding Policy reference for payor of last resort requirements.
- Including applicable Fee-For-Service (FFS) programs.
- Updating Policy references
- Clarifying substance use funding coverage.
- Adding new section for Children’s Behavioral Health Services.
- Updating to include Children’s Behavioral Health Services coverage for Seriously Emotionally Disturbed designated members.

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

*Implementation Date 10/01/24*

AMPM Policy 910 was revised for minor formatting, grammatical edits, and clarity. Additional substantial changes include but are not limited to:

- Adding mortality review section to improve Quality Management (QM) processes.
- Adding section to require process for Mortality reviews.
- Updating language to distinguish between Contractor monitoring and credentialing processes.

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

Attachment A was revised to add Behavioral Health Supported Group Home in alignment with ARS 36-551.

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

Attachment B had no changes.

**POST PUBLIC COMMENT CHANGES that concluded on July 29, 2024:** Additional revisions were made to AMPM Policy 910 based on Public Comment including:

- Clarifying mortality review committee requirements and processes.

### **AMPM POLICY 920 - QUALITY MANAGEMENT/PERFORMANCE IMPROVEMENT PROGRAM**

#### **ADMINISTRATIVE REQUIREMENTS**

*Implementation Date 10/01/24*

AMPM Policy 920 was revised for minor formatting, grammatical edits, and clarity. Additional substantial changes include but are not limited to:

- Adding Chief Medical Officer (CMO)/designated Medical Director to align with AMPM Policy 910.
- Removing language Engaging members through technology as AHCCCS will not require this deliverable beginning with the CYE 2025 Contract amendments.

#### **ATTACHMENT B – AHCCCS QUALITY IMPROVEMENT CORRECTIVE ACTION PLAN CONTRACTOR CHECKLIST**

Attachment B was revised to add program specific to data and goals. Minor grammatical changes were made for clarity and to enhance AHCCCS expectations.

**POST PUBLIC COMMENT CHANGES that concluded on July 29, 2024:** Additional revisions were made to AMPM Policy 920 and Attachment B based on Public Comment including:

- In Policy, clarifying requirement that the Contractor is expected to utilize PDSA cycles for several performance measures during the calendar year.
- In Attachment B, clarifying PDSA cycles shall be conducted in a short time frame as practical, based on the performance measure and associated intervention(s). The Contractor shall utilize PDSA cycles for several performance measures during the calendar year.

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

*Implementation Date 10/01/24*

AMPM Policy 964 was revised for minor formatting, grammatical edits, and clarity. Additional substantial changes include but are not limited to:

- Adding a definition for Natural Supports.
- Adding requirement of utilizing the Quality Management (QM) portal for submission of reporting credentialing documents.
- Adding requirement for FFS providers to obtain and maintain credentials of Family Support Partners.
- Clarifying allowable entities that may operate credentialing training programs.

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

Attachment A was revised to add a new column for supervision and removed fields no longer applicable.

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

Attachment B was revised to add a new field for Trainer's name.

**AMPM POLICY 1240-A - DIRECT CARE SERVICES (ATTENDANT CARE, PERSONAL CARE, AND HOME MAKER SERVICES)**

AMPM Policy 1240-A was revised to reflect new authority in the 1115 Section Waiver allowing flexibilities in the provision of Attendant Care/Personal Care services while the member is in a hospital inpatient or emergency room setting. General formatting and grammar changes were made throughout the policy.

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**PREVIOUSLY PUBLISHED FOR 10/01/24 IMPLEMENTATION DATE**

**AMPM POLICY 660 – OPIOID TREATMENT PROGRAM**

Refer to Revision Memo dated 08/02/24.

*Implementation Date 10/01/24*

**AMPM POLICY 930 – IMPLEMENTATION AND FIDELITY MONITORING OF SAMHSA EVIDENCE-BASED PRACTICES**

Refer to Revision Memo dated 08/02/24.

*Implementation date 10/01/24*

**AMPM POLICY 1010 – MEDICAL MANAGEMENT ADMINISTRATIVE REQUIREMENTS**

Refer to Revision Memo dated 08/13/24.

*Implementation Date 10/01/24*

**AMPM POLICY 1020 – UTILIZATION MANAGEMENT**

Refer to Revision Memo dated 07/26/24.

*Implementation date 10/01/24*

**AMPM POLICY 1710 – AHCCCS HOUSING PROGRAM**

Refer to Revision Memo dated 07/26/24.

*Implementation date 10/01/24*