

DATE: September 27, 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.

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, 1st 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.

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-K – HOSPITAL INPATIENT GENERAL SERVICES

AMPM Policy 310-K was revised to include 'general' in the policy title and 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.

AMPM POLICY 310-BB – TRANSPORTATION

AMPM Policy 310-BB was revised to address unaccompanied minors being transported and included a new authorization form for minor transport. Policy had minor formatting and grammatical edits for clarity.

ATTACHMENT A – TRANSPORTATION AUTHORIZATION AND RELEASE OF LIABILITY

Attachment A is a newly developed authorization form to be used for minor transport.

POST PUBLIC COMMENT CHANGES that concluded on August 21, 2024: Additional revisions were made to AMPM Policy 310-BB based on Public Comment including:

- Clarifying the transportation authorization form shall be retained by the provider and may be requested as part of claims review or other audit activities.

AMPM POLICY 590 – BEHAVIORAL HEALTH CRISIS SERVICES AND CARE COORDINATION

AMPM Policy 590 was revised for minor formatting, grammatical edits, and clarity. Additional substantial changes include but are not limited to:

- Clarifying language for follow up services for enrolled members
- Updating Call Center and telephonic requirements to include text and chat
- Updating definitions
- Relocating requirements from Policy to Contract

ATTACHMENT A – RESERVED

Attachment A, formerly titled “Crisis Services Report” is reserved from Policy. The Crisis Reporting Templates have been relocated to the AHCCCS website on the [Crisis Web Page – Crisis Reporting Templates](#).

ATTACHMENT B – RESERVED

Attachment B, formerly titled “Crisis Services Report Overall State Totals” is reserved from Policy. The Crisis Reporting Templates have been relocated to the AHCCCS website on the [Crisis Web Page – Crisis Reporting Templates](#).

AMPM POLICY 820 – FEE-FOR-SERVICE PRIOR AUTHORIZATION REQUIREMENTS

AMPM Policy 820 was revised for minor formatting, grammatical edits, and clarity. Additional substantial changes include but are not limited to:

- Clarifying Fee-For-Service (FFS) Prior Authorization (PA) submission requirements for care coordination, behavioral health admission authorization requests for Behavioral Health Inpatient Facilities (BHIFs), Behavioral Health Residential Facilities (BHRF)s, and Multi-Disciplinary Treatment Teams.
- Clarifying language for chiropractic services, dental services at an Indian Health Services (IHS)/Tribal 638 Facility, Laboratory Services, requirements for Augmentative Communication Device (ACC),
- Including lodging and meals coverage under Transportation section.

ATTACHMENT A – AHCCCS HYSTERECTOMY CONSENT AND ACKNOWLEDGEMENT FORM

Attachment A was revised to simplify reading level.

AMPM POLICY 950 – CREDENTIALING AND RECREDENTIALING PROCESSES

AMPM Policy 950 was revised to add clarification related to the credentialing and recredentialing of providers and further clarified requirements and reference to AMPM Policy 965 for Community Service Agencies.

ATTACHMENT A – AHCCCS CONTRACTOR QUARTERLY CREDENTIALING REPORT

Attachment A was revised to remove duplicative information.

POST PUBLIC COMMENT CHANGES that concluded on September 02, 2024: Additional revisions were made to AMPM Policy 950 based on Public Comment including:

- Clarifying Therapeutic Foster Care (TFC) agencies do not require licensure by DCS
- Clarifying TFC Family Providers are not required to be credentialed by the Contractor
- Aligning with SB 1062, updating Licensed Independent Substance Abuse Counselor (LISAC) to Licensed Independent Addiction Counselor (LIAC).

AMPM POLICY 960 – QUALITY OF CARE CONCERNS

AMPM Policy 960 was revised for minor formatting, grammatical edits, and clarity. Additional substantial changes include but are not limited to:

- Adding a new section and definition for Wellness Check
- Adding a requirement for Managed Care Organization’s (MCOs) Quality Management (QM) units to develop a means to receive referrals directly from members, and/or the community
- Adding a requirement to clarify that all Quality Of Care (QOC) concerns are to be entered into the AHCCCS Quality Management (QM) Portal
- Clarifying processes of utilizing collateral information in the Quality Of Care (QOC) investigative process, onsite process to complete health and safety, and immediate jeopardy visits
- Clarifying the Quality Of Care (QOC) interview process,
- Clarifying the due dates and process for systemic Quality Of Care (QOC) investigations

ATTACHMENT C – HEALTH AND SAFETY UPDATE – ONSITE REVIEW FORM

No changes.

ATTACHMENT D – INDIVIDUALS WITH INTELLECTUAL DISABILITIES INVESTIGATION TRAINING

No changes.

POST PUBLIC COMMENT CHANGES that concluded on September 02, 2024: Additional revisions were made to AMPM Policy 960 based on Public Comment including:

- Adding a definition for Wellness Check to address non-reportable Quality of Care (QOC) concerns.

AMPM POLICY 961 – INCIDENT, ACCIDENT, AND DEATH REPORTING

AMPM Policy 961 was revised for minor formatting, grammatical edits, and clarity. Additional substantial changes include but are not limited to:

- Clarifying provider’s responsibility to register an account in the AHCCCS Quality Management (QM) portal
- Adding additional requirements for information to improve the Inpatient Respite Care (IRF) process
- Clarifying the responsibility of Managed Care Organizations (MCOs) in regard to Incident, Accident, and Death/Inpatient Respite Care (IAD/ IRF) being entered into the QM Portal
- Clarifying the Seclusion And Restraint (SAR) process.

AMPM POLICY 963 – PEER AND RECOVERY SUPPORT SERVICE PROVISION REQUIREMENTS

AMPM Policy 963 was revised for annual updates and minor formatting, grammatical edits, and clarity.

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

Attachment A was revised to remove the Tab for file naming as it was no longer applicable.

ATTACHMENT B – PEER SUPPORT EMPLOYMENT TRAINING PROGRAM ADMISSION INTERVIEW TOOL

No changes.

ATTACHMENT C -PEER SUPPORT EMPLOYMENT AND TRAINING GRADUATES

Attachment C had minor grammatical and formatting changes.

POST PUBLIC COMMENT CHANGES that concluded on September 02, 2024: Additional revisions were made to AMPM Policy 963 based on Public Comment including:

- Adding new requirements for Contractor to align with AMPM Policy 964 on quarterly quality checks within the QM Portal and ensuring providers maintain documentation of required qualifications and credentials for PRSS.

AMPM POLICY 980 – PERFORMANCE IMPROVEMENT PROJECTS

Implementation Date 10/01/24

AMPM Policy 980 was revised to reflect changes in associated Centers for Medicare and Medicaid Services (CMS) requirements. Language was added to incorporate aspects of the CMS External Quality Control (EQR) Protocols and revised to enhance clarity related to AHCCCS' requirements throughout the policy.

ATTACHMENT A – PROTOCOL FOR CONDUCTING PERFORMANCE IMPROVEMENT PROJECTS

Attachment A was revised for minor grammatical edits.

AMPM POLICY 1022 – JUSTICE SYSTEM REACH-IN PROGRAM

Implementation Date 10/01/24

AMPM Policy 1022 was revised for annual updates and minor formatting, grammatical edits, and clarity. Additional substantial changes include but are not limited to:

- Adding changes to align with contract
- Adding explanation of reporting
- Adding term Medications for Opioid Use Disorder to include other substance abuse disorders
- Adding email address

ATTACHMENT A – JUSTICE SYSTEM REACH-IN MONITORING REPORT

Attachment A was revised to change title to add "System", updated boxes to include more details, added an "Adult or Juvenile" column, and added a "Transition plan created with community provider" column.

ATTACHMENT B – JUSTICE SYSTEM REACH-IN & REENTRY PLAN (JSRP) CHECKLIST

Attachment B is a new Attachment outlining the minimum requirements checklist for each Contractor's Justice System Reach-In and Reentry Plan (JSRP).

POST PUBLIC COMMENT CHANGES that concluded on September 01, 2024: Additional revisions were made to AMPM Policy 1022 based on Public Comment including:

- Expanding the language to account for any of the Contractor's justice system staff
- Removing "Law Enforcement" as AHCCCS does not require Memorandum of Understanding (MOU)s with law enforcement.

POLICIES WITH AN EFFECTIVE DATE OF 10/01/24

All of the below policies have been finalized for the effective date of 10/01/24.

AMPM POLICY 660 – OPIOID TREATMENT PROGRAM

Refer to Revision Memo dated 08/02/24.

Implementation Date 10/01/24

AMPM POLICY 910 - QUALITY MANAGEMENT/PERFORMANCE IMPROVEMENT PROGRAM SCOPE

Refer to Revision Memo dated 09/05/24.

Implementation Date 10/01/24.

AMPM POLICY 920 - QUALITY MANAGEMENT/PERFORMANCE IMPROVEMENT PROGRAM

ADMINISTRATIVE REQUIREMENTS

Refer to Revision Memo dated 09/05/24.

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 964 - CREDENTIALLED FAMILY SUPPORT PARTNER REQUIREMENTS

Refer to Revision Memo dated 09/05/24.

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

UPDATES AND REVISIONS TO THE AHCCCS CONTRACT AND POLICY DICTIONARY

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

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

The following terms and/or definitions have been updated:

- Abuse - Of A Vulnerable Adult
- AHCCCS Contractor Operations Manual (ACOM)
- AHCCCS Housing Program
- AHCCCS Division of Managed Care Services (DMCS), Quality Improvement (QI) Team
- Appeal
- Arizona Long Term Care System (ALTCS)
- Behavioral Health Paraprofessional (BHPP)
- Behavioral Health Technician (BHT)
- Centers Of Excellence
- Child And Family Team (CFT)
- Corrective Action Plan (CAP)
- Cultural Competency
- Department Of Economic Security Division of Developmental Disabilities (DES DDD) Tribal Health Program (THP)
- Early And Periodic Screening, Diagnostic, And Treatment (EPSDT)
- Early Serious Mental Illness (ESMI)
- Enhanced Shelter
- External Quality Review (EQR)
- External Quality Review Organization (EQRO)
- First Episode Psychosis (FEP) Program
- Housing And Health Opportunities (H2O) Program Administrator
- Housing And Health Opportunities (H2O) Provider
- Individual With an Intellectual/Developmental Disability (IID/DD)
- Integrated Medical Record
- Integrated Rapid Response
- Medical/Surgical (M/S) Benefits
- Office Of Individual and Family Affairs (OIFA)
- Peer And Recovery Support Specialist (PRSS) – Credential
- Performance Improvement Project (PIP)
- Serious Emotional Disturbance (SED)
- Statewide Housing Administrator
- Substance Abuse
- Title XIX Member
- Tribal Arizona Long Term Care System (Tribal ALTCS)