



CONTRACT AND POLICY UNIT

10/01/24 OPEN LIST - POLICIES

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This list outlines pre-identified policies intended for an effective date of 10/01/24 or Upon Publishing.

The policies are categorized by manual and applicability:

- AHCCCS Contractor Operations Manual (ACOM)
- AHCCCS Medical Policy Manual (AMPM)

NOTE:

This list is not inclusive of all policies and may continue to update as additional policies are identified.



AHCCCS CONTRACTOR OPERATIONS MANUAL ACOM POLICIES

*APPLIES TO MANAGED CARE ORGANIZATIONS (MCO)s.

AHCCCS WELCOMES TRIBAL STAKEHOLDER FEEDBACK ON ALL POLICIES.

List of ACOM Policies

| Policy | Reason for opening | Interest in providing feedback? |
|---|---|---------------------------------|
| ACOM Policy 104 - Continuity of Operations and Recovery Plan | General 5-year review | |
| ACOM Policy 108 - AHCCCS Security Rule Compliance | General 5-year review | |
| ACOM Policy 109 - Institution for Mental Disease 15 Day Limit | General 5-year review | |
| ACOM Policy 205 – Ground Ambulance Transportation Reimbursement | General 5-year review | |
| ACOM Policy 314 – Auto-Assignment Algorithm | <ul style="list-style-type: none"> • 10/01/24 annual updates, • National Committee for Quality Assurance (NCQA) accreditation updates | |
| ACOM Policy 402 – Member Transition For Annual Enrollment Choice and Eligibility Changes | General 5-year review | |
| ACOM Policy 403 – Enrollment Choice in a County with Choice and Change of Contractor: ALTCS CONTRACTORS | General 5-year review | |
| ACOM Policy 404 - Contractor Website and Member Information | 10/01/24 annual updates | |

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Continued... List of ACOM Policies

| Policy | Reason for opening | Interest in providing feedback? |
|---|---|---------------------------------|
| ACOM Policy 405 - Cultural Competency, Language Access Plan, and Family-Member Centered Care | <ul style="list-style-type: none"> 10/01/24 annual updates, National Committee for Quality Assurance (NCQA) accreditation updates | |
| ACOM Policy 406 - Member Handbook and Provider Directory | 10/01/24 annual updates | |
| ACOM Policy 415 - Provider Network Development and Management Plan; Periodic Network Reporting Requirements | <ul style="list-style-type: none"> 10/01/24 annual updates, National Committee for Quality Assurance (NCQA) accreditation | |
| ACOM Policy 416 - Provider Information | 10/01/24 annual updates | |
| ACOM Policy 417 - Appointment Availability, Transportation Timeliness, Monitoring, and Reporting | 10/01/24 annual updates | |
| ACOM Policy 421 - Contract Termination Nursing Facilities and Alternative Home and Community Based Settings | General 5-year review | |

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Continued... List of ACOM Policies

| Policy | Reason for opening | Interest in providing feedback? |
|---|---|---------------------------------|
| ACOM Policy 423 - Financial Responsibility for Court Ordered Treatment for DUI/Domestic Violence or Other Criminal Offenses | General 5-year review | |
| ACOM Policy 433 - Member Identification Cards | 10/01/24 annual updates | |
| ACOM Policy 435 - Telephone Performance Standards and Reporting | General 5-year review | |
| ACOM Policy 436 - Network Standards | 10/01/24 annual updates | |
| ACOM Policy 438 – Administrative Services Subcontractor Evaluation | <ul style="list-style-type: none"> • 10/01/24 annual updates, • National Committee for Quality Assurance (NCQA) accreditation updates | |
| ACOM Policy 444 - Notice of Appeal Requirements (Serious Mental Illness Appeals) | 10/01/24 annual updates | |

NOTE: This list is not inclusive of all policies and may continue to update as additional policies are identified.



AHCCCS MEDICAL POLICY MANUAL AMPM POLICIES

***APPLIES TO MANAGED CARE ORGANIZATIONS (MCO)s, FEE-FOR-SERVICE (FFS) PROGRAMS, AND PROVIDERS**

AHCCCS WELCOMES TRIBAL STAKEHOLDER FEEDBACK ON ALL POLICIES.

List of AMPM Policies

| Policy | Reason for opening | Interest in providing feedback? |
|--|---|---------------------------------|
| AMPM Exhibit 400-2A – Maternity and Family Planning Services | <ul style="list-style-type: none"> 10/01/24 annual updates, National Committee for Quality Assurance (NCQA) accreditation updates | |
| AMPM Policy 310-L – Hysterectomy | General 5-year review | |
| AMPM Policy 310-HH - End of Life Care and Advance Care Planning | General 5-year review | |
| AMPM Policy 320-T1 - Block Grants and Discretionary Grants | 10/01/24 annual updates | |
| AMPM Policy 320-T2 – Non-Title XIX XXI Services and Funding (Excluding Block Grants and Discretionary) | 10/01/24 annual updates | |
| AMPM Policy 430 – EPSDT Services | <ul style="list-style-type: none"> 10/01/24 annual updates, National Committee for Quality Assurance (NCQA) accreditation updates | |

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Continued...List of AMPM Policies

| Policy | Reason for opening | Interest in providing feedback? |
|---|---|---------------------------------|
| AMPM Policy 431 – Oral Health Care for EPSDT Aged Members | <ul style="list-style-type: none"> 10/01/24 annual updates, National Committee for Quality Assurance (NCQA) accreditation updates | |
| AMPM Policy 560 - Children's Rehabilitative Services Care Coordination and Service Plan Management | General 5-year review | |
| AMPM Policy 650 - Behavioral Health Provider Requirements for Assisting Individuals with Eligibility Verification and Screening, Application for Public Health Benefits | General 5-year review | |
| AMPM Policy 660 - Opioid Treatment Program Mid-Level Exemption | 10/01/24 annual updates | |
| AMPM Policy 910 - Quality Management/Performance Improvement Program Scope | 10/01/24 annual updates | |

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Continued...List of AMPM Policies

| Policy | Reason for opening | Interest in providing feedback? |
|--|---|---------------------------------|
| AMPM Policy 920 - Quality Management/Performance Improvement Program Administrative Requirements | <ul style="list-style-type: none"> 10/01/24 annual updates, National Committee for Quality Assurance (NCQA) accreditation updates | |
| AMPM Policy 960 - Quality of Care Concerns | 10/01/24 annual updates | |
| AMPM Policy 961 - Incident, Accident, and Death Reporting | 10/01/24 annual updates | |
| AMPM Policy 963 - Peer and Recovery Support Service Provision Requirements | 10/01/24 annual updates | |

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Continued...List of AMPM Policies

| Policy | Reason for opening | Interest in providing feedback? |
|---|---|---------------------------------|
| AMPM Policy 1010 - Medical Management Administrative Requirements | <ul style="list-style-type: none"> • 10/01/24 annual updates, • National Committee for Quality Assurance (NCQA) accreditation updates | |
| AMPM Policy 1022 - Justice Reach-In Program | <ul style="list-style-type: none"> • 10/01/24 annual updates, • National Committee for Quality Assurance (NCQA) accreditation updates | |
| AMPM Policy 1100 - Federal Emergency Services Program Overview | General 5-year review | |
| AMPM Policy 1240-A - Direct Care Services | General 5-year review | |
| AMPM Policy 1250-H - Companion Care | General 5-year review | |

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Continued...List of AMPM Policies

| Policy | Reason for opening | Interest in providing feedback? |
|--|-------------------------|---------------------------------|
| AMPM Exhibit 1620-20 - Prior Authorization of Services for ALTCS Members | General 5-year review | |
| AMPM Policy 1620-D - Placement and Service Planning Standard | 10/01/24 annual updates | |
| AMPM Policy 1620-E - Service Plan Monitoring and Reassessment Standard | 10/01/24 annual updates | |
| AMPM Policy 1620-K - Skilled Nursing Need Standard | General 5-year review | |
| AMPM Policy 1620-L - Case File Documentation Standard | General 5-year review | |

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PUBLIC COMMENT

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- Both ACOM and AMPM Policies with substantial changes go out for Public Comment (PC)
- PC is typically 45 days; however, Executive Management may approve an expedited 14-day comment period
- All individuals that have signed up for our Constant Contact will be notified of the Policy being posted for comment and have the opportunity to provide feedback on the changes

The *AHCCCS Medical Policy Manual (AMPM)* provides information to Contractors and Providers regarding services that are covered within the AHCCCS program. The AMPM is applicable to both Managed Care and Fee-for-Service members.

The AMPM should be referenced in conjunction with State and Federal regulations, other Agency manuals [AHCCCS Contractors' Operations Manual (ACOM) and the AHCCCS Fee-for-Service Manual], and applicable contracts.

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