



AHCCCS Contractor Operations Manual (ACOM)

AHCCCS Medical Policy Manual (AMPM)

October 1, 2018 Policies

Total of 175 Policies  
have opened as a  
result of the  
10/01/18 Contracts



## Phase 1 Policies

### *Included Bidder's Library Policies*

opened 61 Policies with 22 ACOM 39 AMPM  
Goal to have all Posted to the Approved Not Yet Effective  
by July 2018

## Phase 2 Policies

Opened 12 Policies with 4 ACOM and 8 AMPM  
Goal to have all Posted to the Approved Not Yet Effective  
by August 2018

## Phase 3 Policies

Opened 102 Policies with 30 ACOM 72 AMPM  
Goal to have all Posted by February 2019

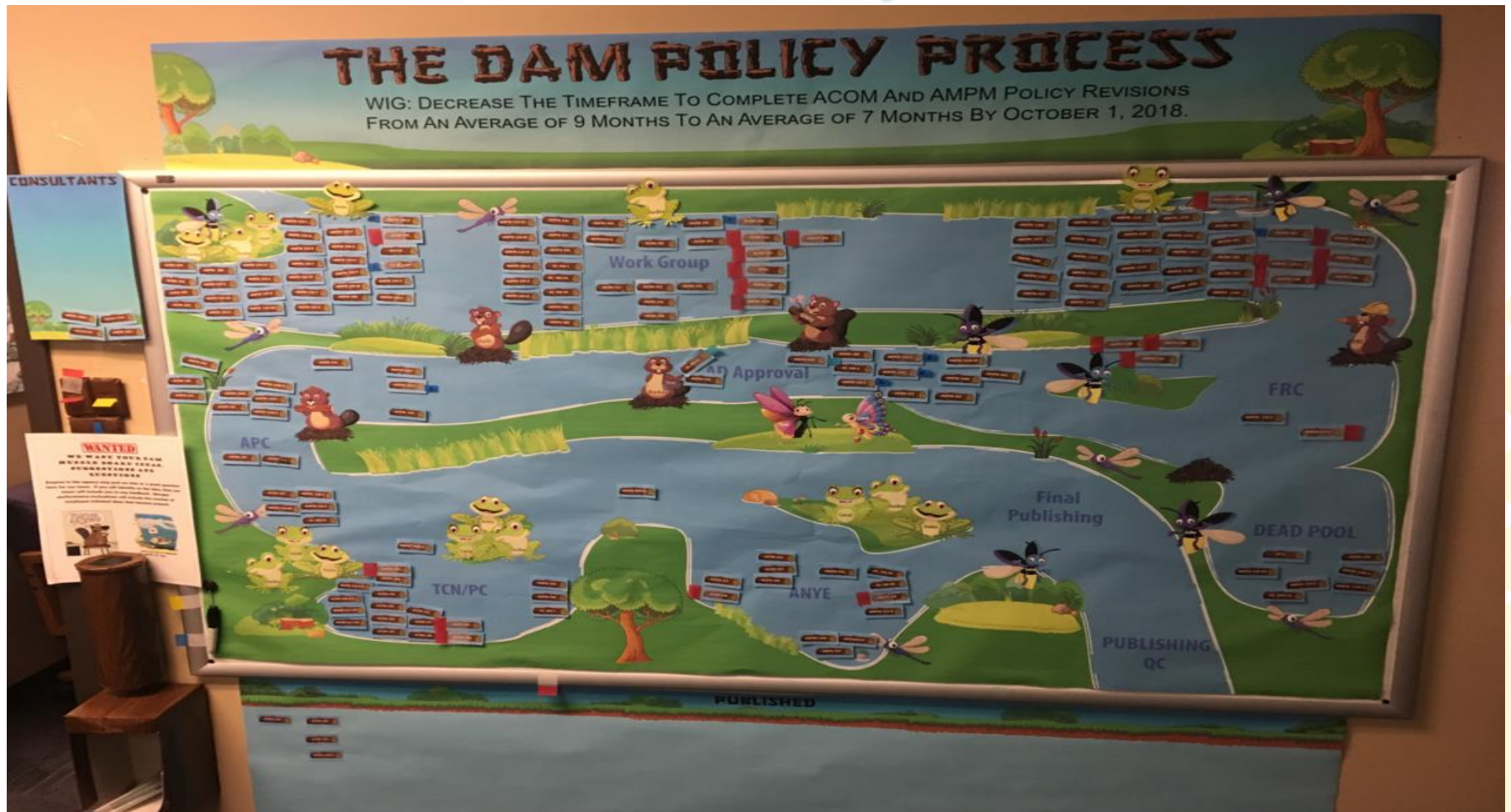
*Subject to change*



# Arizona Management System (AMS)

- Policy revisions taking 7-9 months from start to final publishing
- Developing a Huddle Board

# Huddle Board That Dam Policy Process



# Constant Contact

## ⚠ ATTENTION

ACOM and AMPM Policies and related materials that have been opened for review/revisions and will serve to provide Tribal Consultation Notification/Public Comment can be found at the below location. This location allows stakeholders to review and submit comments regarding proposed revisions. The Policies will be open for comment for not more than 45 days unless otherwise stipulated. Should an expedited time period be utilized, the expedited time period will not be less than two weeks. The comment deadline will be specified on each document.

### [Tribal Consultation Notification/Public Comment](#)

To receive a notification when policies are available for public comment, and when policies are published to the AHCCCS website, please sign up for constant contact email notification by clicking the Sign up for Notifications button below.

[Sign Up for Notifications](#) ↗

# Steps During the Policy Process

*The Policy process takes between 7-9 months*

- Identify a Subject Matter Expert (SME) to Lead the Policy
- Identify Work Group consist of different Departments within AHCCCS
- Work Group Meetings
- Financial Review Committee (FRC)
- Assistant Director Sign-off
- AHCCCS Policy Committee (APC)
- 45 Days Tribal Consultation Notification/Public Comment
- Approved Not Yet Effective (If needed)
- Final Publishing

# List of Priority 1 Policies



*Subject to change*



# List of Phase 1 ACOM Policies

Priority	Policy	Name
1	100	Manual Overview
1	101	Marketing
1	107	Medicare Dual Special Needs Plans-AHCCCS Members
1	305	Performance Bond and Equity Per Member Requirements
1	<del>313</del> -106	Certification of Medicare Advantage Plans Serving Dual Eligible Medicare - AHCCCS Members
1	314	Auto-Assignment Algorithm
1	317	Change in Contractor Organizational Structure <i>will need Cynthia and Pam</i>
1	321	Payment Reform E-Prescribing
1	402	Member Transition for Annual Enrollment Choice an Eligibility Changes
1	404	Member Information
1	406	Member Handbook and Provider Directory
1	407	Workforce Development
1	414	Notice of Adverse Benefit Determination and Notices of Extension for
1	415	Provider Network Development and Management Plan Periodic; Network
1	416	Provider Network Information
1	417	Appointment Availability, Monitoring and Reporting
1	426	Children's Rehabilitative Services Referrals, Enrollment, and Coverage
1	432	Benefit Coordination and Fiscal Responsibility for Behavioral Health Service
1	433	Member Identification Cards
1	436	Network Standards
1	449	Behavioral Health Services for Children in Department of Child Safety Custody

# List of Phase 1 AMPM Policies

C	D	E
Prior <input type="button" value="↓↑"/>	Policy <input type="button" value="▼"/>	Name <input type="button" value="▼"/>
1	100	Manual Overview
1	330	<del>Covered Conditions and Services for the Children's Rehabilitative Services Program Reserved</del>
1	430	EPSDT Services
1	431	Oral Health Care for Early and Periodic Screening, Diagnosis and Treatment Aged Members
1	432	Children System of Care <i>WG Alison, Bob, Kevin, Mary, Susan</i>
1	450	Out-Of-State Placement for Children or Young Adults for Behavioral Health Treatment
1	520	Member Transitions
1	550	Member Records Confidentiality
1	560	CRS Care Coordination and Service Plan Management
1	630	Medical Record Requirements
1	660	Opioid Treatment Program Med-Level Exemption
1	670	Federally Qualified Healthcare Centers (FQHC) and Rural Health Clinics (RHC) Reimbursement
1	700	Overview
1	710	Medical and Financial Services
1	720	Covered Services
1	930	<del>Member Rights and Responsibilities Reserved</del>
1	940	Medical Records and Communication of Clinical Information
1	950	Credentialing and Recredentialing Processes

*Subject to change*

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# Continued: Phase 1 AMPM Policies

Prior <input type="text"/>	Policy <input type="text"/>	Name <input type="text"/>
1	961	<del>Peer, Family and CSA Training, Credentialing, and Oversight Requirements</del> <b>Reserved</b>
1	962	Reporting and Monitoring of Seclusion and Restraint
1	963	Peer Recovery Support Training, Credentialing and Supervision Requirements
1	964	Parent Family Support Provider Training Credentialing, and Supervision Requirements
1	965	Community
1	970	Performance Measures
1	980	Performance Improvement Projects
1	1020	Medical Management Scope and Components
1	1040	Outreach, Engagement, Re-Engagement and Closure for Behavioral Health
1	1060	<del>Training Requirements for RBHAs and Behavioral Health Providers</del> <b>Reserved</b>
1	310-F	Emergency Medical Services
1	310-K	<b>Hospital Inpatient Services</b>
1	310-O	<del>Maternal and Child Health Services</del> <b>Reserved</b>
1	310-V	Prescription Medications-Pharmacy Services
1	Append F	Adult Behavioral Health Tool Kits
1	Ex 300-1	<b>AHCCCS Covered Services Acute Care</b>
1	Ex 300-2A	AHCCCS Covered Services Behavioral Health
1	Ex 300-2B	AHCCCS Covered Services Behavioral Health Non-Title XIX-XXI Persons
1	Ex 300-3A	<del>Application of Physical Therapy Visit Outpatient Limit Acute &amp; ALTCS Members 21 Years of Age and Older</del> <b>Reserved</b>
1	Ex 300-3B	Inpatient Limit Member & Contractor Responsibility Acute & ALTCS Members 21 years of Age
1	Ex 400-2C	Dental Annual Plan Checklist

*Subject to change*

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# List of Priority 2 Policies



*Subject to change*

# List of Phase 2 ACOM Policies

Priority	Policy	Name
2	103	Fraud, Waste and Abuse
2	401	Change of Contractor: Acute Care Contractors
2	439	Material Changes Provider Network and Business Operations

*Subject to change*

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# List of Phase 2 AMPM Policies

Prior	Policy	Name
2	310-B	Behavioral Health Services
2	320-E	<del>Health and Behavior Intervention Reserved</del>
2	320-L	<del>Neuropsychological Testing Reserved</del>
2	320-O	Behavioral Health Assessments and Treatment Service Planning
2	320-R	Special Assistance for Persons Determined to Have a Serious Mental Illness
2	640	Advance Directives
2	1010	Medical Management Administrative Requirements

*Subject to change*

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# List of Priority 3 Policies



*Subject to change*

# List of Phase 3 ACOM Policies

Priority	Policy	Name
3	104	Continuity of Operations and Recovery Plan
3	108	AHCCCS Security Rule Compliance
3	109	Institution for Mental Disease 15 Day Limit
3	201	Medicare Cost Sharing for Members Covered by Medicare and Medicaid
3	203	Claims Processing
3	205	Ground Ambulance Transportation Reimbursement Guidelines for Non-Contracted Providers
3	207	Primary Care Enhanced Payments
3	304	Premium Tax Reporting
3	310	Delivery Supplemental Payment
3	320	Health Insurer Fee
3	323	RBHA CYE16 and CYE 17 Title XIX-XXI Reconciliation SFYE 17 & FWD Non-TXIX
3	324	Targeted Investment Program
3	325	Access to Professional Services Initiative and Reconciliation
3	405	Cultural Competency, Language Access Plan, and Family-Patient Centered Care
3	408	Sanctions
3	412	Claims Reprocessing
3	413	Gap in Critical Services

*Subject to change*

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# Continue: Phase 3 ACOM Policies

Policy	Name
418	Provider and Affiliate Advance and Loan Request
423	Financial Responsibility for Court Ordered Treatment for DUI Domestic
424	Verification of Receipt of Paid Services
425	Social Networking
431	Copayment
434	Coordination of Benefits and Third Party Liability
435	Telephone Performance Standards and Reporting
437	Financial Responsibility for Services After the Completion of Court-Ordered
438	Administrative Services Subcontractor Evaluation
440	Managed Care Expiration or Termination of Contract
445	Submission of Request for Hearing
448	Housing

*Subject to change*

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# List of Phase 3 AMPM Policies

Prior	Policy	Name
3	310-A	Audiology
3	310-AA	Total Parenteral Nutrition
3	310-C	Breast Reconstruction After Mastectomy
3	310-CC	Triage-Screening and Evaluation of Emergency Medical Conditions
3	310-D1	Dental Services for Members 21 Years of Age and Older
3	310-E	Dialysis
3	310-FF	Monitoring Controlled and Non-Controlled Medication Utilization
3	310-G	Eye Examinations-Optometry Services
3	310-GG	Nutritional Assessment and Nutritional Therapy
3	310-H	Health Risk Assessment and Screening Tests
3	310-HH	End of Life Care and Advance Care Planning
3	310-I	Home Health Services
3	310-J	Hospice Services
3	310-JJ	Orthotic and Prosthetic Devices
3	310-L	Hysterectomy
3	310-M	Immunizations
3	310-N	Laboratory
3	310-P	Medical Supplies, Durable Medical Equipment and Orthotic-Prosthetic Devices
3	310-Q	Non-Physician Surgical First Assistant Services
3	310-R	Nursing Facility Services
3	310-S	Observation Services
3	310-T	Physician Services
3	310-W	Radiology and Medical Imaging
3	310-X	Rehabilitation Therapies (Occupational, Physical, and Speech)
3	310-Y	Respiratory Therapy

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# Continue: Phase 3 Policies

Prior	Policy	Name
3	320-A	Affiliated Practice Dental Hygienist
3	320-B	AHCCCS Member Participation in Experimental Treatment
3	320-C	Breast and Cervical Cancer Treatment Program
3	320-F	HIV-AIDS treatment Services
3	320-G	Lung Volume Reduction Surgery
3	320-H	Metabolic Medical Foods
3	320-K	Tobacco Cessation Product
3	320-M	Medical Marijuana
3	320-N	Hepatitis C (HCV) Prior Authorization Requirements for Direct Acting Antiviral Medication
3	320-Q	General and Informed Consent
3	320-T	Non-Discretionary Federal Grants
3	320-U	Pre-Petition Screening, Court Ordered Evaluation and Court Ordered Treatment
3	Append A	EPSDT and Adult Quarterly Monitoring Report Insutractions & Templates
3	Append B	EPSDT Tracking Forms
3	Append C	Medical Management Plan Checklist
3	Append E	Childhood and Adolescent Behavioral Health Tool Kits
3	Append G	Medical Management Work Plan Guide and Template
3	Append H	Policy for Management of Acute Behavioral Health Situations (NFS to No BH Units)
3	Append J	FFS Mileage Reimbursement Form
3	Ex 310-1	A.A.C, AHCCCS Rule Emergency Medical and Behavioral Health Services for Non-FES Members
3	Ex 400-1	Maternal and Child Health Reporting Requirements
3	Ex 400-2A	Maternity-Family Planning Services Annual Plan Checklist
3	Ex 400-2B	EPSDT Annual Plan Checklist
3	Ex 400-3	AHCCCS Maternal Child Health -EPSDT Member Outreach

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# Continue: Phase 3 Policies

Prior	Policy	Name
3	410	Maternity Care Services
3	411	Women's Preventative Care Services
3	420	Family Planning
3	440	KidsCare Services
3	510	Primary Care Providers
3	530	Member Transfers Between Facilities
3	541	Coordination of Children's Care with other Government Agencies
3	570	Community Collaborative Care Teams
3	580	Behavioral Health Referral and Intake Process
3	610	AHCCCS Provider Qualifications
3	620	AHCCCS FFS Minimum Network Requirements
3	800	Overview
3	810	Utilization Management Overview
3	900	Overview
3	960	Tracking and Trending of Member and Provider Issues
3	1000	Chapter Overview
3	1050	Coordination of Care with other Government Entities for Behavioral Health Services
3	1100	Chapter Overview
3	1110	Prior Authorization, Notification and Concurrent and Retropective Review
3	1120	Federal Emergency Services Program Dialysis

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# Questions?



# Thank You.

