

DATE: May 3, 2021
TO: Holders of the AHCCCS Medical Policy Manual
FROM: DHCM Contracts and Policy
SUBJECT: AHCCCS Medical Policy Manual (AMPM)

This memo describes revisions and/or additions to the AMPM.

Please direct questions regarding policy updates to the Contracts and Policy Unit at 602-417-4295 or 602-417-4055 or email at DHCMContractsandPolicy@azahcccs.gov.

[INFORMATION REGARDING COVID-19](#)

In response to Medicaid-related questions from providers and contractors arising from the COVID-19 pandemic, AHCCCS has developed a list of Frequently Asked Questions (FAQs) Regarding Coronavirus Disease 2019 (COVID-19) which is updated regularly. It is important to note that there are instances where the information presented in the CMS-approved flexibilities and COVID-19 FAQs does not align with provisions set forth by the AHCCCS Medical Policy Manual (AMPM). In these instances, the CMS-approved flexibilities and FAQs take precedence and are controlling.

[NAME CHANGE](#)

Effective April 1, 2021 Comprehensive Medical and Dental Program (CMDP) will be changing to Comprehensive Health Plan (CHP). AHCCCS is in the process of revising all pertinent documents to reflect the new name.

[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 APPENDIX B, RESERVED](#)

AMPM Appendix B, CYE 2020 Performance Measure Monitoring Report Specific Instructions and its Templates are being reserved as the CYE 2020 Performance Measure Monitoring Report Specific Instructions and its Templates are being relocated to the AHCCCS website under Resources, AHCCCS Guides-Manuals-Policies.

AMPM POLICY 1620-O, ABUSE, NEGLECT, AND EXPLOITATION REPORTING STANDARD

AMPM Policy 1620-O has been revised to clarify that Arizona Adult Protective Services (APS) holds an Intergovernmental Agreement (IGA) with Tribes, allowing APS to conduct investigations of tribal vulnerable adults on tribal lands as specified in A.A.C. R6-8-204. In addition, Tribal ALTCS quality of care concerns shall be reported to, and a resolution coordinated with AHCCCS/DFSM through the AHCCCS Quality Management System Portal.

APPROVED NOT YET EFFECTIVE**[AHCCCS CONTRACTOR OPERATIONS MANUAL \(AMPM\)](#)****AMPM POLICY 310-P, MEDICAL EQUIPMENT, MEDICAL APPLIANCES, AND MEDICAL SUPPLIES**

AMPM Policy 310-P has been revised to apply name change for CMDP from Comprehensive Medical and Dental Program to Comprehensive Health Plan (CHP). Timeliness standards with the goal of Medical Equipment service delivery within 90 days was also added for clarity. Additional, minor grammatical and formatting was done throughout the Policy.
Implementation Date 10/01/21.

- **ATTACHMENT A – MEDICAL EQUIPMENT SERVICE DELIVERY REPORTING**

Changes were made to Attachment A combining the reporting across multiple lines of business. Added requirement for the Contractor to address shortest and longest timeframe for medical equipment provided to a member. Added a comment section for the Contractor to address issues with providing equipment and how they will address compliance concerns. *Implementation Date 10/01/21.*

PREVIOUSLY APPROVED NOT YET EFFECTIVE

Please note that as a result of the current Public Health Emergency the implementation of the new Person-Centered Service Plan (PCSP) Tool and process has been postponed. AHCCCS intends to postpone PCSP. Contractors and Tribal ALTCS Programs are not required to implement the PCSP requirements noted in this policy until further notification.

AMPM POLICY 1610, GUIDING PRINCIPLES AND COMPONENTS OF ALTCS CASE MANAGEMENT

See Revision Memo dated 08/03/20 for summary of changes.
Implementation Date Upon Publishing.

AMPM POLICY 1620-A, INITIAL CONTACT VISIT STANDARD

See Revision Memo dated 08/03/20 for summary of changes.
Implementation Date Upon Publishing.

AMPM POLICY 1620-B, NEEDS ASSESSMENT CARE PLANNING STANDARD

See Revision Memo dated 08/03/20 for summary of changes.
Implementation Date Upon Publishing.

AMPM POLICY 1620-D, PLACEMENT SERVICE PLANNING STANDARD

See Revision Memo dated 08/14/20 for summary of changes.
Implementation Date Upon Publishing.

AMPM POLICY 1620-E, SERVICE PLAN MONITORING AND REASSESSMENT STANDARD

See Revision Memo dated 08/03/20 for summary of changes.
Implementation Date Upon Publishing.

AMPM EXHIBIT 1620-13, RESERVED

See Revision Memo dated 07/01/20 for summary of changes.
Implementation Date Upon Publishing.

AMPM EXHIBIT 1620-14, RESERVED

See Revision Memo dated 11/03/20 for summary of changes.
Implementation Date Upon Publishing

AMPM EXHIBIT 1620-17, HOME AND COMMUNITY BASED SERVICES NEEDS TOOL GUIDELINES

See Revision Memo dated 01/11/21 for summary of changes.
Implementation Date Upon Publishing.

AMPM EXHIBIT 1620-10, AHCCCS PERSON CENTERED SERVICE PLAN

See Revision Memo dated 04/01/21 for summary of changes.
Implementation Date Upon Publishing.