

DATE: September 24, 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.

The Contract and Policy Unit will begin transitioning the Policies from the *Approved Not Yet Effective* section of the AMPM webpage to the AMPM final publishing section. Some Policies may have additional changes since the date they were first posted to the Approved Not Yet Effective section. In the event additional changes were made, those revisions are indicated below with each Policy. The transitioned policies have a 10/01/21 effective date.

[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) 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.

[AHCCCS 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](#)

Consistent with the Arizona Management System (AMS) principles to streamline processes and provide consistency in Policy Development, the Contract and Policy Unit has developed a new *AHCCCS Contract and Policy Dictionary*. The Dictionary provides a centralized location for definitions that are currently found in the various ACOM and AMPM Policies. The Contract and Policy Dictionary can be found on the AHCCCS website under Resources – Guides-Manuals-Policies. Although currently the Dictionary reflects only definitions from the ACOM and AMPM, in the future it will include definitions from the Contracts as well. Definitions found in the Dictionary will be removed from the ACOM and AMPM Policies as they are published and a hyperlink to the AHCCCS Contract and Policy Dictionary will be included. Some policies have specific terms/definitions that will need to apply to the respective Policy only; those terms/definitions will remain in the Policy and will include a statement indicating the term/definition is applicable 'For purposes of this Policy' only.

To view the AHCCCS Related Acronyms, please access the following link:

[AHCCCS RELATED ACRONYMS](#)

Common AHCCCS Related Acronyms can be found on the AHCCCS website under AHCCCS Info – About Us.

[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-B, TITLE XIX/XXI BEHAVIORAL HEALTH SERVICE BENEFIT

See Revision Memo dated 08/02/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.

Implementation Date 10/01/21.

AMPM POLICY 310-P, MEDICAL EQUIPMENT, MEDICAL APPLIANCES, AND MEDICAL SUPPLIES

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

See Revision Memo dated 05/03/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.

Implementation Date 10/01/21.

AMPM POLICY 320-U - PRE-PETITION SCREENING, COURT ORDERED EVALUATION AND COURT ORDERED TREATMENT

- **ATTACHMENT A, RESERVED**
- **ATTACHMENT B, RECOGNITION OF TRIBAL COURT ORDER PROCESS**

See Revision Memo dated 06/17/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.

Implementation Date 10/01/21.

AMPM POLICY 320-V – BEHAVIORAL HEALTH RESIDENTIAL FACILITIES

See Revision Memo dated 07/15/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.

Implementation Date 10/01/21.

AMPM POLICY 520 – MEMBER TRANSITIONS

- **ATTACHMENT A, ENROLLMENT TRANSITION INFORMATION FORM**
- **ATTACHMENT B, OUT OF SERVICE AREA PLACEMENT REQUEST**

See Revision Memo dated 06/02/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.

Implementation Date 10/01/21.

AMPM POLICY 570 – PROVIDER CASE MANAGEMENT

AMPM Policy 570 is a new policy that specifies provider case managers' role and responsibilities as well as the various intensities of provider case management. Language from AMPM Policy 310-B has been incorporated into the Policy.

Implementation Date 10/01/21.

- **ATTACHMENT A, PROVIDER CASE MANAGEMENT CASELOAD RATIOS**

Attachment A is a new attachment that determines ratios and review cycles which outline maximum caseload ratios and expectations for frequency of contact based upon case management intensity.

Implementation Date 10/01/21.

- **ATTACHMENT B, RESERVED**

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES:

Attachment B was determined not needed after being posted for Tribal Consultation Notification and Public Comment on 07/15/21.

Implementation Date 10/01/21.

AMPM POLICY 580 - BEHAVIORAL HEALTH REFERRAL PROCESS

See Revision Memo dated 07/15/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.

Implementation Date 10/01/21.

AMPM POLICY 910 – QUALITY MANAGEMENT/PERFORMANCE IMPROVEMENT PROGRAM SCOPE

- **ATTACHMENT A, AHCCCS CONTRACTOR SERVICES/SERVICE SITE MONITORING**
- **ATTACHMENT B, ALTCS CONTRACTORS MONITORING OF DIRECT CARE WORKER TRAINING AND TESTING STANDARDS**

See Revision Memo dated 07/15/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.

Implementation Date 10/01/21.

AMPM POLICY 940 – MEDICAL RECORDS AND COMMUNICATION OF CLINICAL INFORMATION

See Revision Memo dated 07/15/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.

Implementation Date 10/01/21.

AMPM POLICY 950 – CREDENTIALING AND RE-CREDENTIALING PROCESSES

- **ATTACHMENT A, AHCCCS CONTRACTOR QUARTERLY CREDENTIALING REPORT**

See Revision Memo dated 06/01/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.

Implementation Date 10/01/21.

AMPM POLICY 960 – QUALITY OF CARE CONCERNS

See Revision Memo dated 07/15/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.

Implementation Date 10/01/21.

AMPM POLICY 963, PEER AND RECOVERY SUPPORT SERVICE PROVISION REQUIREMENTS

- **ATTACHMENT A, PEER/RECOVERY SUPPORT SPECIALIST INVOLVEMENT IN SERVICE DELIVERY**
- **ATTACHMENT B, PEER SUPPORT EMPLOYMENT TRAINING PROGRAM APPLICATION TEMPLATE**
- **ATTACHMENT C, PEER SUPPORT EMPLOYMENT AND TRAINING GRADUATES**

See Revision Memo dated 08/02/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.

Implementation Date 10/01/21.

AMPM POLICY 970 – PERFORMANCE MEASURES

See Revision Memo dated 07/15/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.

Implementation Date 10/01/21.

AMPM POLICY 1010, MEDICAL MANAGEMENT ADMINISTRATIVE REQUIREMENTS

- **ATTACHMENT A, MEDICAL MANAGEMENT PROGRAM PLAN CHECKLIST**
- **ATTACHMENT B, MEDICAL MANAGEMENT WORK PLAN GUIDE AND TEMPLATE**

See Revision Memo dated 08/02/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.

Implementation Date 10/01/21.

AMPM POLICY 1021, CONTRACTOR CARE MANAGEMENT

- **ATTACHMENT A, PSYCHIATRIC SECURITY REVIEW BOARD-GUILTY EXCEPT INSANE CONDITIONAL RELEASE REPORT**
- **ATTACHMENT B, 24 HOURS POST MEDICAL CLEARANCE EMERGENCY DEPARTMENT REPORT**
- **ATTACHMENT C, EMERGENCY DEPARTMENT DIVERSION SUMMARY**
- **ATTACHMENT D, ARIZONA STATE HOSPITAL ADMISSION AND DISCHARGE DELIVERABLE TEMPLATE**

Attachment D has been reformatted to ensure columns are appearing correctly. No other changes were made.

Implementation Date 10/01/21.

AMPM POLICY 1024, DRUGS UTILIZATION REVIEW

- **ATTACHMENT A, PHARMACY AND PRESCRIBER REPORT TEMPLATE**

See Revision Memo dated 08/02/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.

Implementation Date 10/01/21.

AMPM POLICY 1040 – OUTREACH, ENGAGEMENT, RE-ENGAGEMENT AND CLOSURE FOR BEHAVIORAL HEALTH

See Revision Memo dated 07/15/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.

Implementation Date 10/01/21.

AMPM POLICY 1630, ADMINISTRATIVE STANDARDS

- **ATTACHMENT A, CASE MANAGEMENT PLAN CHECKLIST**

See Revision Memo dated 08/02/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.

Implementation Date 10/01/21.

APPROVED NOT YET EFFECTIVE

AMPM POLICY 310-BB – TRANSPORTATION

- **ATTACHMENT A, COMMUNITY BASED SUPPORT PROGRAMS**

See Revision Memo dated 06/01/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.

Implementation Date 10/01/21.