

**DATE:** August 16th, 2023,  
**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](mailto: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, 1<sup>st</sup> Regular Session. AHCCCS is in the process of revising all pertinent documents to reflect the new name.

### **CONTRACT NAME CHANGE**

Effective October 1, 2022, the Regional Behavioral Health Authority (RBHA) for the Managed Care Organizations 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.

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### **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](#)**

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](#)**

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**[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 320-U - PRE-PETITION SCREENING, COURT ORDERED EVALUATION, AND COURT ORDERED TREATMENT**

AMPM Policy 320-U was revised to align with 2022 Arizona Senate Bill 1114 amending A.R.S. § 36-524 to include additional categories for emergent applications. The purpose statement was updated to include DDD Tribal Health Plan (DDD THP) as an applicable Fee-For-Service Program. Additional revisions include clarifying language and minor grammatical edits.

- **ATTACHMENT B – A.R.S. § 12-136 FLOW CHART, RECOGNITION OF TRIBAL COURT ORDER PROCESS**

No Changes.

**POST PUBLIC COMMENT CHANGES:**

AMPM Policy 320-U was revised to further clarify original changes after being posted for public comment on 07/14/23.

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**NEWLY ADDED TO APPROVED NOT YET EFFECTIVE**

**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 EXHIBIT 400-3 - AHCCCS MATERNAL CHILD HEALTH EPSDT MEMBER OUTREACH**

AMPM Exhibit 400-3 was revised for clarity and alignment with AHCCCS' policies. Major revisions include: Updating the mechanism for member dissemination to member's preferred contact method, including a postal mail option when a member's preferred contact method is not identified, addition of smoking and alternative tobacco products including e-cigarettes/vape as an educational outreach topic, expansion of community support services, and updating the coverage of fluoride varnish "up until member's fifth birthday" to align with requirements found in AMPM Policies 430 and 431. 'Pregnant women' was updated to 'pregnant members' where applicable throughout Exhibit.

*Implementation Date 10/01/23.*

**AMPM POLICY 520 – MEMBER TRANSITIONS**

AMPM Policy 520 was revised to align with annual updates including alignment with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors, Comprehensive Medical and Dental Program (CMDP) changed to Comprehensive Health Plan (CHP) due to Behavioral health integration, and addition of DDD Tribal Health Program (DDD THP) to the purpose statement to reflect programmatic changes. Major revisions included aligning with the National Committee for Quality Assurance (NCQA) requirements for the Contractor to provide paper copies of medical records upon request during a transfer of service, clarified the transition processes between Fee-For-Service (FFS) programs and Managed Care Organizations (MCO)s, and children's services to adult services. Additional requirements included provisions for members receiving Licensed Health Aide (LHA) services and a new Contractual requirement of submitting a request for transplant reinsurance to AHCCCS/Medical Management (MM).

*Implementation Date 10/01/23.*

○ **ATTACHMENT A - ENROLLMENT TRANSITION INFORMATION FORM**

Attachment A was revised for general formatting including the addition of Not Applicable (N/A) checkbox options where applicable. Major revisions include the addition of Tribal ALTCS and FFS Program responsibilities where applicable, new requirement field for Provider administering injectable, criteria for inclusion requirements for High Needs/High Cost (HNHC) and updating language "Monitored by PSRB" to "Member on conditional release" for alignment.

- **ATTACHMENT B – OUT OF SERVICE AREA PLACEMENT REQUEST**

Attachment B was revised for minor formatting and to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors.

**POST PUBLIC COMMENT CHANGES:**

AMPM Policy 520 further revised to clarify original changes after being posted for public comment on 06/07/23.

**AMPM POLICY 590 – BEHAVIORAL HEALTH CRISIS SERVICES AND CARE COORDINATION**

AMPM Policy 590 was revised to address annual contract updates including updating the purpose statement to include DDD Tribal Health Program (DDD THP) as an applicable Fee-For-Service (FFS) Program. Major revisions included clarifying eligibility for AHCCCS coverage, alignment of care coordination and support services including emergency and non-emergency transportation, and revised language for 'Safe to Wait' protocols. The policy added new Arizona crisis line information and specified qualifications for telephonic crisis intervention services. A new deliverable for ACC-RBHA Contractors to submit a single monthly report of overall stateside call and mobile team regional metrics has been added as a new Attachment B.

*Implementation Date 10/01/23.*

- **ATTACHMENT A - CRISIS SERVICES REPORT**

Attachment A was revised to update crisis call metrics, mobile team dispatch metrics, and crisis stabilization metrics.

**ATTACHMENT B - CRISIS SERVICES REPORT OVERALL STATE TOTALS**

Attachment B is a new attachment for the ACC-RBHA Contractor to capture overall call data based on region and call source.

**POST PUBLIC COMMENT CHANGES:**

AMPM Policy 590 was further revised to clarify original changes after being posted for public comment on 06/07/23.

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

AMPM Policy 1040 was revised to align with annual contract updates to specify outreach services for members determined to have Serious Emotional Disturbances (SED). The purpose statement was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors and included DDD Tribal Health Program (DDD THP) as an applicable Fee-For-Service (FFS) Program. Community outreach activities were revised to strengthen outreach efforts with additional emphasis on engagement with persons experiencing homelessness and required follow-up. Further clarification was added for members with justice involvement and Court Ordered Treatment (COT) engagement, including members enrolled in AIHP or with a TRBHA subject to a court order.  
*Implementation Date 10/01/23.*

### **POST PUBLIC COMMENT CHANGES:**

AMPM Policy 1040 was further revised to clarify original changes after being posted for public comment on 06/07/23.

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## **PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE**

### **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 530 – MEMBER TRANSFERS BETWEEN FACILITIES**

Refer to revision memo dated 07/20/23.  
*Implementation Date 10/01/23.*