

DATE: September 04, 2019
To: Holders of the AHCCCS Medical Policy Manual
FROM: Division of Health Care Management Contracts and Policy Unit
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.

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 1250-H, COMPANION CARE

AMPM Policy 1250-H, Transportation received a name change to Companion Care to identify and provide clarity for information found within the Policy. In addition, requirements were to establish for companion care service, otherwise known as escort services for transportation. The Policy also received minor formatting and grammatical changes.

NEWLY ADDED APPROVED NOT YET EFFECTIVE

To view the policies and attachments, please access the following link:

[AMPM Approved Not Yet Effective](#)

AMPM POLICY 1200, RESERVED

AMPM Policy 1200, Chapter Overview is being reserved and pertinent information has been incorporated into other applicable Chapter 1200 policies. *Policy has an implementation date of 10/01/19.*

POLICY 1300, Exhibit 1300-1, RESERVED

Policy 1300, Exhibit 1300-1, Agency with Choice Service Codes and Applicable Units of Service, language being moved to the Medical Coding Resources page, located at <https://www.azahcccs.gov/PlansProviders/MedicalCodingResources.html>.

POLICY 1300, Exhibit 1300-4 RESERVED

POLICY 1300, EXHIBIT 1300-4 - SELF DIRECTED ATTENDANT CARE SERVICE CODES AND APPLICABLE UNITS OF SERVICE, language being moved to the Medical Coding Resources page, located at <https://www.azahcccs.gov/PlansProviders/MedicalCodingResources.html>.

POLICY 1300, RESERVED

AMPM POLICY 1300, CHAPTER OVERVIEW is being reserved. Overviews are no longer needed. Pertinent information is being incorporated into a new AMPM Policy 1310-A, Agency with Choice. *The Policy will be applicable upon finalization of AMPM Policy 1310-A.*

POLICY 1310, RESERVED

POLICY 1310, AGENCY WITH CHOICE DEFINITIONS is being reserved. Applicable information is being incorporated into a new AMPM Policy 1310-A, Agency with Choice. *The Policy will be applicable upon finalization of AMPM Policy 1310-A.*

AMPM POLICY 1311, RESERVED

AMPM POLICY 1311, SCOPE OF SERVICES FOR AGENCY WITH CHOICE is being reserved. Applicable information is being incorporated into a new AMPM Policy 1310-A, Agency with Choice. *The Policy will be applicable upon finalization of AMPM Policy 1310-A*

AMPM POLICY 1312, RESERVED

AMPM POLICY 1312, ROLES AND RESPONSIBILITIES UNDER AGENCY WITH CHOICE is being reserved. Applicable information is being incorporated into a new AMPM Policy 1310-A, Agency with Choice. *The Policy will be applicable upon finalization of AMPM Policy 1310-A*

AMPM POLICY 1313, RESERVED

AMPM POLICY 1313, TRAINING UNDER AGENCY WITH CHOICE is being reserved. Applicable information is being incorporated into a new AMPM Policy 1310-A, Agency with Choice. *The Policy will be applicable upon finalization of AMPM Policy 1310-A*

AMPM POLICY 1321, RESERVED

AMPM POLICY 1321, SCOPE OF ATTENDANT CARE SERVICES UNDER SELF – DIRECTED ATTENDANT CARE is being reserved. Applicable information is being incorporated into a new AMPM Policy 1320-A, Self Directed Attendant Care. *The Policy will be applicable upon finalization of AMPM Policy 1320-A.*

AMPM POLICY 1322, RESERVED

AMPM POLICY 1322, ROLES AND RESPONSIBILITIES UNDER SELF- DIRECTED ATTENDANT CARE CARE is being reserved. Applicable information is being incorporated into a new AMPM Policy 1320-A, Self Directed Attendant Care. *The Policy will be applicable upon finalization of AMPM Policy 1320-A.*

AMPM POLICY 1323, RESERVED

AMPM POLICY 1323, TRAINING UNDER SELF – DIRECTED ATTENDANT CARE CARE is being reserved. Applicable information is being incorporated into a new AMPM Policy 1320-A, Self Directed Attendant Care. *The Policy will be applicable upon finalization of AMPM Policy 1320-A.*

AMPM POLICY 1324, RESERVED

AMPM POLICY 1324, FISCAL EMPLOYER AGENT SERVICES UNDER SELF – DIRECTED ATTENDANT CARE CARE is being reserved. Applicable information is being incorporated into a new AMPM Policy 1320-A, Self Directed Attendant Care. *The Policy will be applicable upon finalization of. AMPM Policy 1320-A.*

PREVIOUSLY ADDED APPROVED NOT YET EFFECTIVE

To view the policies and attachments, please access the following link:

[**AMPM Approved Not Yet Effective**](#)

AMPM POLICY 570, RESERVED

AMPM POLICY 570, COMMUNITY COLLABORATIVE CARE TEAMS is being reserved due to Division of Developmental Disabilities integration; collaboration will no longer be needed. *Effective Date 10/01/19.*

AMPM POLICY 965, COMMUNITY SERVICE AGENCIES

AMPM Policy 965 was formerly titled AMPM Policy 961-C. Policy was revised to establish expectations for the provision of services to members, remove AHCCCS' role in the credentialing process while maintaining the credentialing standards for AHCCCS Provider Registration, establish requirements for Contractors to collaborate and coordinate credentialing and quality monitoring processes, streamline both the credentialing and quality monitoring processes, and to align direct care staff requirements with AHCCCS Workforce Development as specified in ACOM Policy 407. There were additional Post Tribal Consultation Notification/Public Comment Change noted below. *This Policy is pending Implementation Date.*

- **ATTACHMENT A, INITIAL APPLICATION AND CREDENTIALING AMENDMENT REQUEST**
Attachment A was revised to streamline the information needed for Initial application and credentialing amendment process. This attachment is pending Implementation Date.
- **ATTACHMENT B, DOCUMENTATION STANDARDS**
Attachment B was originally included within the body of the policy; information regarding documentation standards has been moved to its own Attachment B. This attachment is pending Implementation Date.
- **ATTACHMENT C, CRIMINAL HISTORY AFFIDAVIT**
Attachment C was updated for minor formatting and alignment with A.R.S. § 8-201, A.R.S. § 36-425.03 (L), A.R.S. § 36-425.03, (F), A.R.S. § 36-425.03 (E), A.R.S. § 36-425.03 (I), A.R.S. § 36-425.03 (H), A.R.S. § 36-425.03 (K), A.R.S. § 41-619.55 (I), A.R.S. § 41-1758.03 (B), and A.R.S. § 41-1758.03 (D). This attachment is pending Implementation Date.
- **ATTACHMENT D, SELF-DECLARATION OF CRIMINAL HISTORY**
Attachment D was updated for minor formatting and alignment with A.R.S. § 41-1758.03(B) and (D). This attachment is pending Implementation Date.

POST TRIBAL CONSULTATION NOTIFICATION/PUBLIC COMMENT CHANGES:**POLICY SECTION III., A., OVERVIEW HAS BEEN REVISED AS FOLLOWS:**

“CSAs are an essential part of the integrated healthcare network, in large part, because they provide services designed to reduce and/or eliminate functional disabilities and social disadvantages. Physical health ~~Medical~~ and treatment services focus on physical and behavioral health impairment and develop treatment strategies designed to ameliorate them.”

POLICY SECTION III., I., 2., D., HAS BEEN REVISED AS FOLLOWS:

d. “Develop processes and standards for member ~~medical~~ record reviews for the onsite monitoring review, and”

ATTACHMENT A HAS BEEN REVISED AS FOLLOWS:

Page 2, 4 Replaced ‘Program Director’ with ‘Chief Executive Director’

page 2, Corrected name to ‘Arizona Complete Health’

Page 2, Added checkbox for applicants who will be providing services to members enrolled with CMDP

Page 2, Modified to clarify documents are only to be submitted with an amendment. Otherwise documents will be requested by the lead contractor for the initial application

ATTACHMENT B HAS BEEN REVISED AS FOLLOWS:

Page 4, # 5) ***Establish qualifications of a BHP and BHT to provide supervision of non-clinical services.***

Page 4, #6) Establishes ***supervision standards*** ~~the qualifications~~ for BHPs, and BHTs who provide ***supervision*** ~~clinical and non-clinical supervision~~ of BHPs, BHTs and BHPPs per A.A.C. R9-10-115 and AMPM Policy 310-B.

Page 11, ~~Documentation consistent with the administrative policies and procedures for ensuring the proper supervision of staff who provide non-clinical services. Documentation shall require verification that BHPs or BHTs providing oversight at least one time during each two week period from a qualified BHP or a BHT.~~

~~BHTs and BHPPs provide services under the supervision of a qualified BHP or BHT based upon the competency of the individual employee including but not limited to: direct supervision, oversight, coaching, mentoring, etc.~~

~~Documentation shall verify that BHTs and BHPPS are receiving the proper type and frequency of supervision from a qualified BHP or BHT per the CSAs policies and procedures.~~

BHTs and BHPPs provide non-clinical services under the supervision of a qualified BHP or BHT. Documentation shall verify that BHTs and BHPPS are receiving the proper type and frequency of supervision from a qualified BHP or BHT per AMPM Policy 965, the competency of the individual BHT or BHPP, and the CSAs' policies and procedures.

- Supervisory oversight is provided at least one time during each two week period for individuals determined to be competently providing services and performing job duties.
- Supervision is provided as frequently as is required for individuals determined to lack the competence required to provide services or perform job duties.