

DATE: August 03, 2020
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 COVID-19 FAQs does not align with provisions set forth by the AMPM. In these instances the FAQs take precedence and are controlling.

UPDATES AND REVISIONS TO THE AHCCCS MEDICAL POLICY MANUAL (AMPM)

[AHCCCS Medical Policy Manual \(AMPM\)](#)

AMPM POLICY 320-R, SPECIAL ASSISTANCE FOR MEMBERS WITH SERIOUS MENTAL ILLNESS

AMPM Policy 320-R was revised to update the AHCCCS Quality Management Portal process for providers requesting an update to the assigned Advocate Information Section. Definitions were also updated to align with current Contract and Policy language.

AMPM POLICY 830, FFS QUALITY OF CARE AND FFS PROVIDER REQUIREMENTS

AMPM Policy 830 was revised to make updates to definitions, outline Quality of Care Standards, make additions to Care Coordination and clarify reporting requirements for TRBHAs.

APPROVED NOT YET EFFECTIVE

UPDATES AND REVISIONS TO THE AHCCCS MEDICAL POLICY MANUAL (AMPM)

AHCCCS MEDICAL POLICY MANUAL (AMPM)

Pursuant to Laws 2019, 1st Regular Session, Chapter 305, behavioral health services for children in DCS custody were anticipated to transition from the RBHA Contractors to DCS/ CMDP effective October 1, 2020. However, this implementation has been delayed. Revisions that have already been completed for ACOM and AMPM Policies and Attachment(s), related to this anticipated integration [**listed in document provided below**], will remain in the impacted policies but will not be applicable until such time that CMDP behavioral health service integration is implemented. Revisions unrelated to the integration of behavioral health services for CMDP members; will continue to be effective October 1, 2020.

https://www.azahcccs.gov/shared/Downloads/ACOM/NotEffective/Policies_CMDP_Integration_Changes_To_Publish.pdf

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

AMPM Policy 310-P was revised to clarify that exclusions that are not permissible and to require a method of review when coverage for Medical Equipment is requested. *Implementation Date 10/01/20.*

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

Attachment A was previously part of ACOM Policy 415, Provider Network Development and Management Plan. It was determined that this Attachment/Deliverable was a better fit within this Policy. Clarification was provided regarding the Average number of days from the request for the service authorization to the service being provided. *Implementation Date 10/01/20.*

POST TRIBAL CONSULTATION NOTIFICATION/PUBLIC COMMENT CHANGES:

AMPM Policy 310-P, was revised to further clarify original changes after being posted for Tribal Consultation Notification/Public Comment on 05/18/20.

AMPM POLICY 962, REPORTING AND MONITORING OF SECLUSION AND RESTRAINT

AMPM Policy 962, has been revised to address integration of behavioral health services into the DCS/CMDP Program effective October 1, 2020. Also revised to include new process for AHCCCS Quality Management Portal reporting that will replace the SharePoint Deliverable process for this Policy. *Implementation Date 10/01/20.*

○ **ATTACHMENT A, APPLICATION FOR VOLUNTARY EVALUATION**

Attachment A was revised to add Chemical Restraint for provider ease in reporting multiple types of restrains during one incident. *Implementation Date 10/01/20.*

○ **ATTACHMENT B, RESERVED**

Attachment D, “Seclusion and Restraint Monthly Report” has been reserved as a direct result of the AHCCCS Quality Management Portal. *Implementation Date 10/01/20.*

○ **ATTACHMENT C, RESERVED**

Attachment C, “Seclusion and Restraint Redacted Monthly Report” has been reserved as a direct result of the AHCCCS Quality Management Portal. *Implementation Date 10/01/20.*

POST TRIBAL CONSULTATION NOTIFICATION/PUBLIC COMMENT CHANGES:

AMPM Policy 962 was revised to further clarify original changes after being posted for Tribal Consultation Notification/Public Comment on 05/13/20.

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

AMPM Policy 1610, has been revised to align with proposed changes as a result of the Person-Centered Service Plan (PCSP). New PCSP language has been added throughout the Policy, along with definitions for clarification and to align with AMPM Policies. *Implementation Date 10/01/20.*

POST TRIBAL CONSULTATION NOTIFICATION/PUBLIC COMMENT CHANGES:

AMPM Policy 1610 was revised to further clarify original changes after being posted for Tribal Consultation Notification/Public Comment on 06/01/20.

AMPM POLICY 1620-A, INITIAL CONTACT VISIT STANDARD

AMPM Policy 1620-A was revised to align with proposed changes as a result of the Person-Centered Service Plan (PCSP). The terminology Service Plan and Service/Care Plan/Planning has been replaced with “Person-Centered Service Plan (PCSP)”. Language has been revised for “member/guardian/designated representative” throughout the Policy. *Implementation Date 10/01/20.*

POST TRIBAL CONSULTATION NOTIFICATION/PUBLIC COMMENT CHANGES:

AMPM Policy 1620-A was revised to further clarify original changes after being posted for Tribal Consultation Notification/Public Comment on 06/01/20.

AMPM POLICY 1620-B, NEEDS ASSESSMENT CARE PLANNING STANDARD

AMPM Policy 1620-B was revised to align with proposed changes as a result of the Person-Centered Service Plan (PCSP). The terminology Service Plan and Service/Care Plan/Planning has been replaced with "Person-Centered service Plan (PCSP)". *Implementation Date 10/01/20.*

POST TRIBAL CONSULTATION NOTIFICATION/PUBLIC COMMENT CHANGES:

AMPM Policy 1620-B was revised to further clarify original changes after being posted for Tribal Consultation Notification/Public Comment on 06/01/20.

AMPM POLICY 1620-C, COST EFFECTIVENESS STUDY STANDARDS

AMPM Policy 1620-C revisions were made to the lists of services that should and should not be included in a member's individual CES. Other revisions include Service Plan, Planning Team and Managed Risk Agreement, to align with the Person-Centered Service Plan (PCSP) along with language for clarification and to align with AMPM Policies. *Implementation Date 10/01/20.*

POST TRIBAL CONSULTATION NOTIFICATION/PUBLIC COMMENT CHANGES:

AMPM Policy 1620-C was revised to further clarify original changes after being posted for Tribal Consultation Notification/Public Comment on 06/05/20.

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

AMPM Policy 1620-E, has been revised to update the service plan monitoring and reassessment standards and to align with Person-Centered Service Plan (PCSP). Additional minor revisions were done as a result of the Person-Centered Service Plan (PCSP), including adding new definition for PCSP and Planning Team. *Implementation Date 10/01/20.*

POST TRIBAL CONSULTATION NOTIFICATION/PUBLIC COMMENT CHANGES:

AMPM Policy 1620-E was revised to further clarify original changes after being posted for Tribal Consultation Notification/Public Comment on 06/05/20.

PREVIOUSLY APPROVED NOT YET EFFECTIVE

[AMPM Approved Not Yet Effective](#)

AMPM POLICY 310-B, BEHAVIORAL HEALTH SERVICE BENEFIT

See Revision Memo dated 03/02/20 for summary of changes.
Implementation Date 10/01/20.

AMPM POLICY 320-W, THERAPEUTIC FOSTER CARE FOR CHILDREN

See Revision Memo dated 07/09/20 for summary of changes.
Implementation Date 10/01/20.

AMPM POLICY 541, COORDINATION OF CARE WITH OTHER GOVERNMENT AGENCIES

See Revision Memo dated 06/03/20 for summary of changes.
Implementation Date 10/01/20.

AMPM POLICY 965, COMMUNITY SERVICE AGENCIES

See Revision Memo dated 03/02/19 for summary of changes.
Implementation Date 10/01/20.

AMPM POLICY 1020, MEDICAL MANAGEMENT SCOPE AND COMPONENTS

See Revision Memo dated 07/01/20 for summary of changes.
Implementation Date 10/01/20.

AMPM POLICY 1200, RESERVED

See Revision Memo dated 02/12/20 for summary of changes.
Implementation Date 10/01/20.

AMPM EXHIBIT 1620 – 13, ALTCS MEMBER SERVICE PLAN

See Revision Memo dated 07/01/20 for summary of changes.
Implementation Date 10/01/20.