

DATE: July 15, 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) 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.

[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 420 - FAMILY PLANNING SERVICES AND SUPPLIES

The title of AMPM Policy 420 was updated to Family Planning Services and Supplies to align with the Arizona State Plan. The name of the Comprehensive Medical and Dental Program (CMDP) was changed to Comprehensive Health Plan (CHP), effective April 1, 2021, due to CHP behavioral health integration. Additional policy revisions include clarification of the populations that this policy applies to, including American Indian Health Program (AIHP), the FFS population, and clarification surrounding family planning services are available to members regardless of whether the provider is in network or not.

Retroactive Effective Date 04/01/21.

○ **ATTACHMENT A – CONSENT TO STERILIZATION**

Attachment A had no changes.

○ **ATTACHMENT B – AHCCCS STERILIZATION REPORTING FORM FOR MEMBERS UNDER 21 YEARS OF AGE**

Attachment B was updated to align with the new ad hoc reporting deliverable.

Retroactive Effective Date 04/01/21.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES:

AMPM Policy 420 was revised to further clarify original changes after being posted for Tribal Consultation Notification/Public Comment on 04/09/21.

AMPM POLICY 541 – COORDINATION OF CARE WITH OTHER GOVERNMENT AGENCIES

AMPM Policy 541 has been revised to address annual October 1, 2021 changes and Comprehensive Medical and Dental Program (CMDP) changed to Comprehensive Health Plan (CHP) effective April 1, 2021 due to CHP behavioral health integration. The CHP change has been made throughout the policy. The rapid response process and DCS Arizona Families F.I.R.S.T Program sections have been updated to the current process.

AMPM POLICY 920 - QUALITY MANAGEMENT/PERFORMANCE IMPROVEMENT PROGRAM ADMINISTRATIVE REQUIREMENTS

AMPM Policy 920 was revised based on the CYE 2021 Contract amendments and performance measure transition as they pertain to the QM/PI Program Plan deliverables, as well as a new location for maintaining and publishing the previously included attachments.

○ **ATTACHMENT A – RESERVED**

Attachment A is being reserved from the AHCCCS Medical Policy Manual and has been moved the AHCCCS website under Resources – Guides and Manuals.

○ **ATTACHMENT B – AHCCCS QUALITY IMPROVEMENT CORRECTIVE ACTION PLAN CONTRACTOR CHECKLIST**

Attachment B has been revised for significant changes as the checklist portions have been moved the AHCCCS website under Resources – Guides and Manuals.

APPROVED NOT YET EFFECTIVE

AHCCCS CONTRACTOR OPERATIONS MANUAL (AMPM)

AMPM POLICY 320-V – BEHAVIORAL HEALTH RESIDENTIAL FACILITIES

AMPM Policy 320-V was revised to address annual October 1, 2021 changes and to apply name change for CMDP from Comprehensive Medical and Dental Program to Comprehensive Health Plan (CHP) effective April 1, 2021 due to CHP behavioral health integration. Statutory requirements for the court order of a member to the Secured Behavioral Health Residential Facility (BHRF) was added. Clarification was also added for the applicability of the “Secured BHRFs” to ensure regularly licensed BHRF providers do not mistakenly apply those requirements to their existing BHRFs. There are sections from which secured BHRFs are excluded and language clarifying those exclusions has been added. Additionally, the language to the criteria for a continued stay regarding the frequency of deliverables has changed to an ad hoc basis with the submission now required within 10 days of any change. Finally, an expedited timeframe within 72 hours for Prior Authorization (PA) request for BHRF placement to the date of approval has been revised.

Implementation Date 10/01/21.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES

AMPM Policy 320-V was revised to further clarify original changes after being posted for Tribal Consultation Notification/Public Comment on 04/19/21.

AMPM POLICY 580 - BEHAVIORAL HEALTH REFERRAL PROCESS

AMPM Policy 580 was revised to align AHCCCS Integration efforts of the Comprehensive Health Plan (CHP) effective April 1, 2021 due to CHP behavioral health integration. The Policy was also updated and revised to remove the “Intake” section and language. “Intake” is no longer formally required as members are automatically enrolled for behavioral health services with their health plans. Updates were made to reflect feedback received during the Continuum of Care meetings with stakeholders. Referral section was updated and reduced content, to reflect that referrals are not formally required in order for members to receive behavioral health services.

Implementation Date 10/01/21.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES

AMPM Policy 580 was revised to further clarify original changes after being posted for Tribal Consultation Notification/Public Comment on 04/14/21.

AMPM POLICY 910 - QUALITY MANAGEMENT/PERFORMANCE IMPROVEMENT PROGRAM SCOPE

AMPM Policy 910 was revised to address CYE 2021 Contract amendment changes related to the Quality Management/Performance Improvement program scope. Changes were also made to apply name change for CMDP from Comprehensive Medical and Dental Program to Comprehensive Health Plan (CHP) effective April 1, 2021 due to CHP behavioral health integration.

Implementation Date 10/01/21.

- **ATTACHMENT A – AHCCCS CONTRACTOR SERVICES/SERVICE SITE MONITORING**

Attachment A was revised to remove ‘own home’ from Service Sites as Quality Management (QM) does not monitor member’s own home as a setting site, it does however monitor Nursing Supported Group Homes.

Implementation Date 10/01/21.

- **ATTACHMENT B – ALTCS CONTRACTORS MONITORING OF DIRECT CARE WORKER (DCW) TRAINING AND TESTING STANDARDS**

Attachment B had a title change to include “ALTCS” to provide clarification that the Attachment is to be used by ALTCS Contractors only.

Implementation Date 10/01/21.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES

AMPM Policy 910 was revised to further clarify original changes after being posted for Tribal Consultation Notification/Public Comment on 04/27/21.

AMPM POLICY 940 - MEDICAL RECORDS AND COMMUNICATION OF CLINICAL INFORMATION

AMPM Policy 940 was revised to address annual October 1, 2021 changes and to apply name change for CMDP from Comprehensive Medical and Dental Program to Comprehensive Health Plan (CHP) effective April 1, 2021 due to CHP behavioral health integration. . Language was added to conform with the United States Core Data for Interoperability (USCDI) requirements for the interoperability program related to Designated Record Set (DSR) to facilitate the electronic exchange of an individual’s medical record. Additional requirements under the USCDI were added to enhance data elements for medical records.

Implementation Date 10/01/21.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGE:

AMPM Policy 940 was revised to further clarify original changes after being posted for Tribal Consultation Notification/Public Comment on 04/29/21.

AMPM POLICY 960 – QUALITY OF CARE CONCERNS

AMPM Policy 960 was revised to address annual October 1, 2021 changes and to apply name change for CMDP from Comprehensive Medical and Dental Program to Comprehensive Health Plan (CHP) effective April 1, 2021 due to CHP behavioral health integration. Clarification was added surrounding the timelines for notifications and ongoing communication in regard to Quality of Care and Health and Safety checks. Language was updated to include references to ACOM Policy 407 and new AMPM Policy 961.

Implementation Date 10/01/21.

- **ATTACHMENT A – RESERVED**

Attachment A is being reserved as the information can be reported through the AHCCCS data warehouse.

Implementation Date 10/01/21.

- **ATTACHMENT B – RESERVED**

Attachment B is being reserved as the information can be reported through the AHCCCS data warehouse.

Implementation Date 10/01/21.

- **ATTACHMENT C – HEALTH AND SAFETY UPDATE – ONSITE REVIEW FORM**

Attachment C had a name change to the title updating to align with Contract and had minor formatting updates including the addition of Date and Contractor contact information.

Implementation Date 10/01/21.

- **ATTACHMENT D – INDIVIDUALS WITH INTELLECTUAL DISABILITIES INVESTIGATION TRAINING**

No changes.

Implementation Date 10/01/21.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGE:

AMPM Policy 960 was revised to further clarify original changes after being posted for Tribal Consultation Notification/Public Comment on 04/30/21.

AMPM POLICY 970 – PERFORMANCE MEASURES

AMPM Policy 970 was revised to reflect and address CYE 2021 Contract amendment changes related to performance measures calculations and reporting, performance measure requirements, and analysis. Changes were also made to apply name change for CMDP from Comprehensive Medical and Dental Program to Comprehensive Health Plan (CHP) effective April 1, 2021 due to CHP behavioral health integration. *Implementation Date 10/01/21.*

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

AMPM Policy 1040 was revised to address annual October 1, 2021 changes and apply a name change for CMDP from Comprehensive Medical and Dental Program to Comprehensive Health Plan (CHP) effective April 1, 2021 due to CHP behavioral health integration. In addition, updates to use current policy/contract language and acronyms (such as Health Care Decision Maker (HCDM) rather than guardian, and Designated Representative (DR), etc. Language was also added surrounding justice reach-in activities.

Implementation Date 10/01/21.

PREVIOUSLY APPROVED NOT YET EFFECTIVE**AMPM POLICY 310-P, MEDICAL EQUIPMENT, MEDICAL APPLIANCES, AND MEDICAL SUPPLIES**

See Revision Memo dated 05/03/21 for summary of changes.
Implementation Date 10/01/21.

AMPM POLICY 310-BB – TRANSPORTATION

See Revision Memo dated 06/01/21 for summary of changes.
Implementation Date 10/01/21.

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

See Revision Memo dated 06/17/21 for summary of changes.
Implementation Date 10/01/21.

AMPM POLICY 520 – MEMBER TRANSITIONS

See Revision Memo dated 06/02/21 for summary of changes.
Implementation Date 10/01/21.

AMPM POLICY 950 – CREDENTIALING AND RE-CREDENTIALING PROCESSES

See Revision Memo dated 06/01/21 for summary of changes.
Implementation Date 10/01/21.