

DATE: September 26, 2022
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 602-417-4055 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) changed 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 from our Guides and Manuals site, 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. AHCCCS is in the process of revising all pertinent policies to remove definitions and adding a hyperlink to the location of the AHCCCS Contract and Policy Dictionary. Some policies have specific terms/definitions that may have a slightly different meaning for that 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-C – BREAST RECONSTRUCTION AFTER MASTECTOMY

Refer to Revision Memo dated 05/02/22.
Implementation Date 10/01/22.

AMPM POLICY 310-J – HOSPICE SERVICES

Refer to Revision Memo dated 05/02/22.
Implementation Date 10/01/22.

AMPM POLICY 310-M - IMMUNIZATIONS

Refer to Revision Memo dated 05/27/22.
Implementation Date 10/01/22.

AMPM POLICY 320-B – MEMBER PARTICIPATION IN EXPERIMENTAL SERVICES AND CLINICAL TRIALS

Refer to Revision Memo 09/01/22.
Implementation Date 10/01/22.

AMPM POLICY 320-C - BREAST AND CERVICAL CANCER TREATMENT PROGRAM

Refer to Revision Memo dated 05/16/22.
Implementation Date 10/01/22.

AMPM POLICY 320-V - BEHAVIORAL HEALTH RESIDENTIAL FACILITIES

Refer to Revision Memo 09/01/22.
Implementation Date 10/01/22.

AMPM POLICY 431 – ORAL HEALTH CARE FOR EARLY AND PERIODIC SCREENING, DIAGNOSIS, AND TREATMENT AGED MEMBERS

Refer to Revision Memo dated 07/01/22.
Implementation Date 10/01/22.

AMPM POLICY 570 – PROVIDER CASE MANAGEMENT

Refer to Revision Memo dated 07/01/22.
Implementation Date 10/01/22.

AMPM POLICY 580 – RESERVED

Refer to Revision Memo dated 05/27/22.
Implementation Date 10/01/22.

AMPM POLICY 590 – BEHAVIORAL HEALTH CRISIS SERVICES AND CARE COORDINATION

Refer to Revision Memo dated 06/15/22.
Implementation Date 10/01/22.

POST APPROVED NOT YET EFFECTIVE CHANGES:

The following changes were made to AMPM Policy - Attachment A – Crisis Services Report:

AHCCCS has revised the template to separate certain reporting elements by the child and adult populations. This information will be used to monitor the statewide crisis system, inform policy, and resource decisions as well as to produce transparent crisis system reports for stakeholder review and feedback.

Implementation Date 10/01/22

AMPM POLICY 910 – QUALITY MANAGEMENT-PERFORMANCE IMPROVEMENT PROGRAM SCOPE

Refer to Revision Memo dated 08/03/22.
Implementation Date 10/01/22

AMPM POLICY 950 – CREDENTIALING AND RE-CREDENTIALING PROCESSES

Refer to Revision Memo dated 06/15/22.
Implementation Date 10/01/22.

AMPM POLICY 960 – QUALITY OF CARE CONCERNS

Refer to Revision Memo dated 06/15/22.
Implementation Date 10/01/22.

AMPM POLICY 961 – INCIDENT, ACCIDENT, AND DEATH REPORTING

Refer to Revision Memo dated 06/15/22.
Implementation Date 10/01/22.

AMPM POLICY 962 - REPORTING AND MONITORING OF SECLUSION AND RESTRAINT

Refer to Revision Memo dated 05/27/22.
Implementation Date 10/01/22.

AMPM POLICY 963 – PEER AND RECOVERY SUPPORT SERVICE PROVISION REQUIREMENTS

Refer to Revision Memo dated 08/03/22.
Implementation Date 10/01/22.

AMPM POLICY 964 – CREDENTIALLED PARENT PEER/FAMILY SUPPORT REQUIREMENTS

Refer to Revision Memo dated 08/03/22.
Implementation Date 10/01/22

POST APPROVED NOT YET EFFECTIVE CHANGES:

The following changes were made to the AMPM Policy 964 - Credentialed Parent Peer/Family Support Requirements:

“The Contractor shall develop and make available to providers’ policies and procedures describing requirements for individuals employed as CPPFSP to obtain a minimum of **eight** hours of continuing education and ongoing learning relevant to family support, per year. At least one hour shall cover ethics and boundaries related to the practice of family support.”

The following changes were made to the AMPM Policy 964 – Attachment A – Credentialed Parent Peer/Family Support Partner Involvement in Service Delivery Report :

Attachment A - The "member involvement" tab was deleted.

Attachment A - The "FTE" column was revised on the CPPFSP tab to reflect **eight** hours of continuing education and ongoing learning relevant to family support, per year.
Implementation Date 10/01/22

AMPM POLICY 980 – PERFORMANCE IMPROVEMENT PROJECTS

Refer to Revision Memo dated 08/03/22.
Implementation Date 10/01/22.

AMPM POLICY 1020 – UTILIZATION MANAGEMENT

Refer to Revision Memo dated 07/01/22.
Implementation Date 10/01/22.

AMPM POLICY 1021 – CONTRACTOR CARE MANAGEMENT

Refer to Revision Memo dated 07/01/22.
Implementation Date 10/01/22.

AMPM POLICY 1022 – JUSTICE REACH-IN PROGRAM

Refer to Revision Memo dated 06/15/22.
Implementation Date 10/01/22.

AMPM EXHIBIT 1620-10 – AHCCCS PERSON-CENTERED SERVICE PLAN

Refer to Revision Memo dated 06/15/22.
Implementation Date 10/01/22.

AMPM POLICY 1620-D – PLACEMENT AND SERVICE PLANNING STANDARD

Refer to Revision Memo 09/01/22.
Implementation Date 10/01/22.

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

Refer to Revision Memo dated 07/01/22.
Implementation Date 10/01/22.

[PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE](#)

[AHCCCS MEDICAL POLICY MANUAL \(AMPM\)](#)

AMPM POLICY 1240-B – ADULT DAY HEALTH CARE FACILITIES

Refer to Revision Memo 09/01/22.
Implementation Date 03/01/23.