

820 - FEE-FOR-SERVICE PRIOR AUTHORIZATION REQUIREMENTS

EFFECTIVE DATES: 10/01/94, 07/01/17, 03/01/19, 04/01/22, 01/26/24

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I. PURPOSE

This Policy applies to Fee-For-Service (FFS) populations as specified within this Policy including: Tribal ALTCs, TRBHA, the American Indian Health Program (AIHP), and DDD Tribal Health Program (DDD THP); excluding Federal Emergency Services Program (FESP). (For FESP, refer to AMPM Chapter 1100). This Policy establishes the process by which AHCCCS DFSM applies FFS Prior Authorization (PA) requirements for covered services.

II. DEFINITIONS

Definitions are located on the AHCCCS website at: [AHCCCS Contract and Policy Dictionary](#).

III. POLICY

For purposes of this Policy, all PA requests shall be submitted to AHCCCS/DFSM for approval or denial, unless specified otherwise. In the case of a service denial, termination, suspension, or reduction, a notice will be provided in accordance with A.A.C. Title 9, Chapter 34.

AHCCCS/DFSM requirements for submitting PA requests via the AHCCCS online web portal (preferred), fax, telephone, or mail, as specified in AMPM Policy 810, apply to all services identified in this Policy, unless specified otherwise.

1. PA is not required:
 - a. For emergency services,
 - b. When AHCCCS is the secondary payer,
 - c. For FFS members receiving services from Indian Health Service (IHS)/638 providers and facilities, or
 - d. For periods of member retroactive eligibility.
2. AHCCCS has the discretionary authority to terminate an approved PA based on what is in the best interest of the member and/or medically necessary for the member.

3. Title XXI members receiving pharmacy services from an IHS/638 provider may be subject to medication authorization requirements as required by the FFS Pharmacy Benefits Manager (PBM).

Refer to Chapter 10 of the FFS IHS/638 Billing manual for IHS/638 pharmacy billing information.

A. PRIOR AUTHORIZATION REQUEST SUBMISSION PROCESS

For additional information related to FFS authorization submission requirements and procedures, visit the PA page under the FFS section of the American Indians page on the AHCCCS website.

Refer to the AHCCCS FFS Provider Billing Manual for information regarding submission of claims and billing procedures. This manual is available online on the AHCCCS website.

B. OUTPATIENT BEHAVIORAL HEALTH

AHCCCS covers Behavioral Health (BH) and/or Substance Use Disorder (SUD) services within limitations depending upon the member's age and eligibility.

Admissions to residential treatment centers and BH residential facilities require authorization. See section K, for inpatient BH hospital admissions.

FFS providers shall coordinate BH services with:

- a. The assigned TRBHA,
- b. The inpatient and/or outpatient treatment team, to include the Behavioral Health Professional (BHP) whom shall be responsible for the member's BH treatment plan, and
- c. Other individuals of the treatment team including physical health providers, as applicable.

FFS providers and stakeholders may contact AHCCCS/Division of Fee-For-Service Management (DFSM) for assistance as needed.

BH services are also available to American Indian and Alaska Native (AI/AN) members at an IHS/638 facility.

Outpatient BH services for Tribal ALTCS members are coordinated through the Tribal ALTCS case manager.

BH services for FFS members assigned to a Regional Behavioral Health Authority (RBHA) are authorized by the assigned RBHA.

Refer to AMPM Policy 310-B for further information regarding AHCCCS covered BH services and settings.

C. BREAST RECONSTRUCTION AFTER MASTECTOMY

AHCCCS covers breast reconstruction for eligible FFS members following a medically necessary mastectomy. Refer to AMPM Policy 310-C.

PA is required for breast reconstruction surgery provided to FFS members.

Refer to the sections of this Policy addressing Hospital Inpatient Stays and Physician Services for authorization documentation requirements.

D. COCHLEAR IMPLANT

AHCCCS covers medically necessary services for cochlear implantation for FFS Early and Periodic Screening, Diagnosis and Treatment (EPSDT) members at an AHCCCS registered implantation center. PA is required for all cochlear implants and related services for FFS members. Requests for PA shall include documentation of the appropriate assessments and evaluations for determining suitability for a cochlear implant. Refer to AMPM Policy 430 for complete information regarding covered cochlear implant services.

The following documentation shall accompany the authorization request:

1. The member's current history and physical examination, including information regarding previous therapy for the hearing impairment.
2. Records documenting the member's diagnosis, current medical status and plan of treatment leading to the recommendation of cochlear implant.
3. Current psychosocial evaluation and assessment for determining the member's suitability for cochlear implant.

E. DENTAL SERVICES

AHCCCS provides dental services for members who are under the age of 21 in both the AHCCCS (EPSDT Program) and KidsCare Programs. Refer to AMPM Policy 430, for complete information regarding covered dental services for these members.

AHCCCS provides coverage of dental services for members 21 years of age and older within the limitations as specified in AMPM Policy 310-D1 and AMPM Policy 310-D2. Dental services for DDD THP members 21 years of age and older are coordinated by AHCCCS/DFSM ALTCS unit and dental services for Tribal ALTCS members 21 years of age and older are coordinated by the member's Tribal Case Manager.

1. Preventive and therapeutic dental services for members who are under the age of 21 in both the AHCCCS (EPSDT Program) and KidsCare Programs do not require PA. However, the following services for these members shall require PA:
 - a. Removable dental prosthetics, including complete dentures and removable partial dentures,
 - b. Cast crowns,
 - c. Orthodontia services, and
 - d. Pre-transplant dental services (these services also require approval by the AHCCCS/DHCM, Medical Management Transplant Coordinator and review by the AHCCCS Dental Director or Designee)

2. Dental PA requests shall be accompanied by:
 - a. Dentist substantiation of medical necessity of services through description of medical condition,
 - b. Dentist’s treatment plan and schedule, and
 - c. Radiographs fully depicting existing teeth and associated structures by standard illumination when appropriate.

F. DIALYSIS

AHCCCS covers dialysis and related services furnished to AHCCCS FFS members by qualified FFS providers without PA.

Refer to AMPM Exhibit 300-1, for covered dialysis services for members not in FES.

Refer to AMPM Policy 1100, for information regarding FES dialysis services.

G. EARLY AND PERIODIC SCREENING, DIAGNOSTIC AND TREATMENT SERVICES

EPSDT services provide comprehensive health care, as defined in A.A.C. R9-22-213 through primary prevention, early intervention, diagnosis, and medically necessary treatment of physical and BH conditions for AHCCCS members who are under 21 years of age. EPSDT provides for all medically necessary services to treat or ameliorate physical and BH disorders, and defects, to include conditions identified in an EPSDT screening. Limitations and exclusions, other than the requirement for medical necessity, do not apply to EPSDT services.

PA for these services is only required as designated in this Policy and in AMPM Policy 430.

Refer to AMPM Policy 430 for information regarding EPSDT services.

H. EMERGENCY MEDICAL SERVICES

A provider is not required to obtain PA for emergency medical services however, a provider shall comply with the notification requirements A.A.C. R9-22-210 which require that the provider notify AHCCCS no later than 72 hours after an FFS member’s emergent inpatient admission. Notification of emergency admissions may be submitted via AHCCCS online web portal or via fax. DFSM may deny payment for failure to provide timely notice.

Authorization is required when an FFS member remains inpatient 72 hours or more following an emergent medical admission.

Refer to A.A.C. R9-22-210, for review of the Rule sections regarding FFS emergency services.

Refer to AMPM Policy 1100 for information regarding the Federal Emergency Services Program.

I. EYE CARE/OPTOMETRY SERVICES

AHCCCS covers eye care/optometric services for members, within limitations. Coverage is provided as specified in AMPM Exhibit 300-1.

Routine eye examinations and prescriptive lenses are covered for EPSDT and KidsCare members. PA is not required.

Prescriptive lenses for members age 21 and older requires PA and are only covered when the lenses are the sole visual prosthetic device used by the member after cataract extraction.

EPSDT and KidsCare members needing cataract removal should have a Children’s Rehabilitative Services (CRS) application submitted. See the CRS Referrals webpage on the AHCCCS website for application instructions. For general information on CRS services, visit the CRS webpage on the AHCCCS website.

Cataract removal requires PA.

J. HOME HEALTH NURSING AND HOME HEALTH AIDE SERVICES

PA is required for all home health nursing and home health aide services except for the first five home health visits following discharge from an acute facility. PA requests for home health nursing and home health aide services shall be submitted prior to providing services not associated with an acute facility discharge or beyond the first five home health visits following discharge from an acute facility. PA requests shall be accompanied by supporting medical documentation including documentation of the face-to-face encounter requirements as specified in AMPM Policy 310-I.

Refer to AMPM Policy 310-I for information regarding covered home health services.

K. HOSPITAL INPATIENT SERVICE AUTHORIZATION

Hospital inpatient service authorization is a part of the utilization management process that may consist of both PA and continued authorization, contingent upon concurrent review findings. Refer to AMPM Policy 810.

1. Initial Service Authorization:

As specified in A.A.C. 22-204 the provider shall notify DFSM no later than 72 hours after an FFS member receiving emergency medical or BH services is emergently admitted for inpatient treatment. DFSM may deny payment for failure to provide timely notice.

At a minimum, initial inpatient notifications for physical health admissions shall specify the FFS member's admission status at the time of notification and be accompanied by the facility's face sheet and history and physical documentation.

At a minimum, initial inpatient notification for BH admissions shall be accompanied by a Certificate Of Necessity (CON) and a psychiatric evaluation or documentation sufficient to clearly address the required documentation elements as specified in the CON, and that would normally be provided as part of a psychiatric evaluation, including the initial treatment plan.

2. Providers shall obtain PA for the following inpatient hospital services for all FFS and DDD THP members:
 - a. Organ and tissue transplant requests are submitted to the AHCCCS/DHCM, Medical Management Unit, with the exception of corneal transplants and bone grafts, that are submitted to AHCCCS/DFSM,
 - b. Elective and Non-emergency inpatient admissions,
 - c. Psychiatric hospitalizations, the following applies:
 - i. PA requests for BH admissions for DDD members assigned to an ACC subcontractor health plan are authorized by the subcontracted ACC health plan.
 - ii. PA requests for BH admissions for members assigned to a RBHA are submitted to the RBHA,
 - iii. PA requests for BH admissions for members assigned to a TRBHA are submitted to AHCCCS/DFSM,
 - iv. PA requests for BH admissions for FFS members and DDD Tribal Health Plan members who are not assigned to an ACC subcontracted health plan, RBHA, or TRBHA are submitted to AHCCCS/DFSM, and
 - v. PA requests for all acute inpatient hospital admissions for Tribal ALTCS members are submitted to AHCCCS/DFSM.
 - d. Services or items furnished to cosmetically reconstruct appearance after the onset of trauma or serious injury, and
 - e. Elective surgery, with the exclusion of any surgeries listed below

AHCCCS covers inpatient hospital care after a routine vaginal delivery and inpatient hospital care after a cesarean delivery. PA is not required for hospitalizations that do not exceed 72 hours of inpatient hospital care for a routine vaginal delivery or do not exceed 96 hours of inpatient hospital care for a cesarean delivery.

The attending health care provider, in consultation with an agreement by the mother, may discharge the mother or newborn prior to the minimum length of stay. A newborn may be granted an extended stay in the hospital of birth when the mother's continued stay in the hospital is medically necessary beyond the minimum 48 or 96 hour stay.

3. For retrospectively eligible members, notification requirements are as follows:
 - a. When the member becomes AHCCCS-eligible while still in the hospital, providers shall notify DFSM no later than 72 hours after the eligibility posting date for emergency hospitalizations, and
 - b. When eligibility is posted after the member is discharged from the hospital, the notification requirement in 4(a) will be waived.

4. Payment for services may be denied if the hospital fails to provide timely notification or obtain the required authorization number(s) within the parameters specified in this Policy. The issuance of an authorization number does not guarantee payment. Documentation provided from the member's medical record shall support the diagnosis and treatment for which the authorization was issued, and the claim shall meet clean claims submission requirements.
5. Authorization may be provisional if further review of information or documentation is needed to make a full assessment of the medical necessity for the admission, the service(s), and/or to determine the appropriate length of stay. Upon approval or denial, the provisional status is removed from the authorization and the provider is notified by letter of the decision.

L. HYSTERECTOMY

1. Hysterectomy services require PA. As specified in 42 CFR 441.255, Hysterectomies are not covered when:
 - a. Performed solely for the purpose of rendering an individual permanently incapable of reproducing, or
 - b. If there was more than one purpose to the procedure, it would not have been performed but for the purpose of rendering the individual permanently incapable of reproducing.
2. The PA request shall include:
 - a. Medical documentation supporting the medical necessity of the hysterectomy, including prior medical and surgical therapy and results,
 - b. Diagnostic test results, and
 - c. Copy of the member's consent and acknowledgment form, refer to Attachment A of this policy.

The member shall sign consent and acknowledgment of receipt of information that the hysterectomy will render her incapable of reproducing as specified in 42 CFR 441.255.

Pursuant to 42 CFR 441.255(d), the physician performing the hysterectomy shall sign a written certification if the individual was already sterile before the hysterectomy or required the hysterectomy due to a life threatening emergency and prior acknowledgement by the individual was not possible.

PA may be granted based on these documents. Providers may use the sample AHCCCS Hysterectomy Consent and Acknowledgement Form (Attachment A), or they may use other formats if the forms include the same information and signatures as the AHCCCS hysterectomy acknowledgement form.

Refer to AMPM Policy 310-L for information regarding coverage of medically necessary Hysterectomies.

The provider is not required to complete consent to sterilization form prior to performing hysterectomy procedures and the 30-day waiting period required for sterilization does not apply to hysterectomy procedures.

In a life-threatening emergency, authorization is not required, but the physician shall certify in writing that an emergency existed. The physician shall also include a description of the nature of the emergency.

M. MATERNAL AND CHILD HEALTH CARE

AHCCCS covers a comprehensive set of services for pregnant women, newborns, and children, including maternity care, family planning services, EPSDT services, and KidsCare services.

PA is required for medically necessary pregnancy terminations. All authorization requests for medically necessary pregnancy terminations require submission of a completed AHCCCS CON for Pregnancy Termination (refer to AMPM Policy 410, Attachment C). Refer to AMPM Policy 410 for information regarding coverage of medically necessary pregnancy terminations and other documentation requirements.

Refer to AMPM Chapter 400 for information on maternal and child health care services.

N. MEDICAL EQUIPMENT, MEDICAL APPLIANCES, AND MEDICAL SUPPLIES, AND ORTHOTIC/ PROSTHETIC DEVICES

Medical equipment and supplies shall be prescribed by a physician or other approved ordering practitioner. For complete information regarding coverage of medical equipment and supplies including face-to-face requirements, refer to AMPM Policy 310-P.

Orthotic and prosthetic devices shall be prescribed by a physician or other appropriate practitioner. PA is required for the purchase of orthotic and prosthetic devices exceeding \$300.00. Refer to AMPM Policy 310-JJ for complete information regarding coverage of orthotic and prosthetic devices.

1. The following requirements apply to medical equipment and supplies services:
 - a. PA is required for the purchase of medical equipment exceeding \$300.00. PA is required for all medical equipment rentals and repairs,
 - b. PA is required for consumable medical supplies (as defined in AMPM Policy 310-P) exceeding \$100.00,
 - c. For members age 21 and over, PA is required for medically necessary incontinence supplies. These incontinence supplies are covered when necessary to treat a condition. In addition, PA requirements for incontinence briefs for ALTCS members age 21 and over are described in AMPM Policy 310-P,
 - d. Refer to AMPM Policy 430 for PA requirements and criteria for coverage of incontinence briefs for members under the age of 21, and

- e. All rental equipment requires PA. Medical equipment may be purchased or rented only when there are no reasonable alternative resources from which the medically necessary equipment can be obtained at no cost. The total expense of renting the equipment shall not exceed the purchase price (i.e. if AHCCCS can purchase the equipment for less than the rental fee, AHCCCS will purchase the item).
2. Apnea management and training for premature babies up to one year of life does not require PA.
3. In addition to information required for all PAs specified in AMPM Policy 810, the following information shall be supplied at the time of the PA request:
 - a. Prescription or order with ordering provider's name, and dated signature with credentials listed,
 - b. Diagnosis indicated by ordering provider,
 - c. Description of medical condition necessitating the supplies/equipment, and medical justification for supplies/equipment with anticipated outcome (medical/ functional),
 - d. Clinical documentation, including documentation that meets face-to face encounter requirements, (AMPM Policy 310-P),
 - e. Description of supplies/equipment requested,
 - f. Duration for use of equipment,
 - g. Item price plus any additional costs and expected cost if rented,
 - h. Provider identification number, and
 - i. Home evaluation, when requested by DFSM.
4. For members age 21 and older, requests for authorization of incontinence supplies shall include the following information:
 - a. Diagnosis of a dermatologic condition or other medical/surgical condition requiring medical management by incontinence supplies as dressings,
 - b. Defined length of treatment anticipated, and
 - c. Prescription for specific incontinence supplies.
5. For ALTCS members age 21 and older, refer to AMPM Policy 310-P for complete information on coverage requirements. Incontinence supplies for Tribal ALTCS members are authorized by the Tribal ALTCS case manager.

O. NURSING FACILITY SERVICES

Nursing Facility services for AIHP member 21 years of age and older are covered by AHCCCS for up to 90 days per benefit year if the member's medical condition would otherwise require hospitalization.

Short term NF admissions of 90 days or less that follow a DDD THP member's hospital discharge is authorized by DFSM.

NF admissions for DDD THP members following hospital discharge that exceed 90 days, or which are not preceded by discharge from a hospital are authorized by DDD.

PA is required for all bed hold days.

Per A.A.C. R9-28, Article 2, in lieu of a nursing facility, an ALTCS or DDD THP members may be placed in an alternative living facility or receive home and community-based services. PA is required for these services prior to admission of the member, except in those cases for which retroactive eligibility precludes the ability to obtain PA. However, the case is subject to medical review.

NF services for Tribal ALTCS members are authorized by the member's Tribal ALTCS case manager.

Refer to AMPM Policy 310-R and AMPM Chapter 1200 for complete information regarding coverage and limitations related to long term care services.

Initial PA will be for a period not to exceed the anticipated enrollment period of the FFS acute eligible member or what is determined as a medically necessary length of stay, whichever is shorter (not to exceed 90 days) and includes any day covered by Medicare.

Reauthorization for continued stay is subject to concurrent utilization review and continued eligibility.

DFSM staff will request hospital personnel and/or NF staff, whichever is appropriate, to initiate an ALTCS application by the 45th day for possible coverage of nursing facility services if it is believed that an acute member will need an NF stay lasting longer than 90 days.

P. OBSERVATION SERVICES

Observation services are those reasonable and necessary services provided on a hospital's premise for evaluation to determine whether the member should be admitted for inpatient care, discharged, or transferred to another facility.

Observation services include the use of a bed, periodic monitoring by hospital nursing personnel or, if appropriate, other staff necessary to evaluate, stabilize or treat medical conditions of a significant degree of instability and/or disability on an outpatient basis.

It is not Observation when a member with a known diagnosis enters a hospital for a scheduled procedure/treatment that is expected to keep the member in the hospital for less than 24 hours. This is an outpatient procedure, regardless of the hour in which the member presented to the hospital, whether a bed was utilized or whether services were rendered after midnight.

Extended stays after outpatient surgery shall be billed as recovery room extensions.

Refer to AMPM Policy 310-S, for complete information regarding covered outpatient health services.

Observation shall be ordered in writing by a physician, or other individual authorized by hospital staff bylaws, to admit patients to the hospital or to order outpatient diagnostic tests or treatments. There is no maximum time limit for observation services. Medical necessity must exist for all observation stays. The medical record shall document the basis for observation services. Documentation shall minimally include the following:

1. Physician Notes:
 - a. Condition necessitating observation,
 - b. Justification of need to continue observation, and/or
 - c. Discharge plan.

2. Medical Records Documentation:
 - a. Orders for observation shall be written as a physician's order, and shall specify "observation,"
 - b. Orders for observation shall be signed and dated by a physician within 24 hours of the order,
 - c. Follow-up orders shall be written at least every 24 hours,
 - d. Changes from "observation to inpatient" or "inpatient to observation" shall be ordered prior to the member's discharge from the facility, and
 - e. Physician's daily progress notes shall accompany documentation.

3. Observation services do not require authorization. All claims for observation services shall be submitted with the above documentation.

Q. OUTPATIENT SURGERY CENTERS

Ambulatory Surgery Centers (ASC) shall obtain PA from DFSM for all outpatient surgeries performed in this setting. The ASC shall obtain a separate and distinct AHCCCS PA number from that of the surgeon. The authorization requirements for the surgeon may differ from the ASC's authorization requirement. The ASC shall only request authorization for the codes that are billable by the ASC. Billable codes for the ASC may differ from the codes that are billable by the surgeon.

Documentation supporting medical necessity must be submitted prior to providing the elective/non-emergency service. Documentation from the surgeon that establishes medical necessity for the service(s) the ASC intends to bill may be used to satisfy medical necessity documentation requirements.

R. PHYSICIANS AND PRIMARY CARE PROVIDERS

Physicians and other Primary Care Providers (PCPs) shall adhere to the FFS PA requirements. PA is not required for evaluation and management services.

Refer to AMPM Policy 310 for information regarding covered PCP and physician services.

1. FFS surgeons, or the facility employing the surgeon, shall obtain a separate and distinct AHCCCS PA number from that of the facility PA number prior to providing transplant and elective/non-emergency surgeries (except voluntary sterilization). Refer to Hospital Inpatient Service Authorization. The AHCCCS/DHCM, Medical Management Transplant Coordinator, responds to all transplant requests. Assistant surgeons essential to the service and anesthesiologists do not require a separate PA number.

2. Allergic immunotherapy is not covered for members 21 years of age and over. Allergy testing for members 21 years of age and older is not covered unless the member has sustained an anaphylactic reaction or severe allergic reaction, where further exposure may result in a life-threatening situation. Refer to AMPM Exhibit 300-1 for additional information. These services shall be prior authorized by AHCCCS/DFSM for members 21 years of age and older. Allergy testing and allergic immunotherapy services for members under 21 years of age does not require authorization.

S. FOOT AND ANKLE SERVICES

Medically necessary foot and ankle care services provided by a podiatrist or podiatric surgeon, shall be ordered by the PCP, attending physician or practitioner. The ordering information shall be documented in the member's medical record. Elective surgical services are subject to PA requirements. PA is not required for evaluation and management services.

Refer to AHCCCS FFS Provider manual for billing requirements.

T. PRESCRIPTION DRUG/PHARMACY SERVICES

FFS pharmacy PA is conducted through AHCCCS' contracted Pharmacy Benefit Manager (PBM).

All pharmacy claims are subject to post-payment review pursuant to A.R.S § 36-2903.01 (L).

Refer to AMPM Policy 310-V for complete information regarding covered prescription drug/pharmacy services.

Refer to the AHCCCS Website for the AHCCCS AIHP, Acute/Long Term Care, and BH Drug Lists, and the Pharmacy/Drug PA form.

U. OCCUPATIONAL, PHYSICAL AND SPEECH THERAPIES

1. Inpatient Services

For members who receive occupational, physical, and speech therapies in an inpatient setting, coverage for these therapies are included in the facility authorization.

For DDD THP members who receive therapies in an inpatient setting, contact the DDD Support Coordinator for discharge planning.

For Tribal ALTCS members who receive therapies in an inpatient setting, contact the Tribal Case Manager for discharge planning. Refer to AMPM Policy 1250-E for information.

2. Outpatient Services

No PA is required for covered outpatient occupational and physical therapy services. Refer to AMPM Policy 310-X for limitations.

For Tribal ALTCS or DDD THP members who receive therapies in an outpatient setting, contact the Tribal Case Manager or DDD Support Coordinator, as applicable, for care coordination. Refer to AMPM Policy 310-X for information.

AHCCCS covers outpatient speech therapy only for members who are under the age of 21 in both the AHCCCS (EPSDT program) and KidsCare programs, and ALTCS-enrolled members of any age. Authorization is not required.

Refer to AMPM Policy 310-X for information regarding covered services for information regarding rehabilitation services for ALTCS.

V. TOTAL PARENTERAL NUTRITION

AHCCCS covers Total Parenteral Nutrition (TPN) for members 21 years of age and older when it is the only method to maintain adequate weight and strength, and for members who are under the age of 21 in both the Medicaid (EPSDT program) and KidsCare programs when TPN is determined medically necessary. The provision of TPN does not have to meet the criterion of being the sole source of nutrition for EPSDT and KidsCare members. Refer to AMPM Policy 430 for complete information regarding parenteral nutrition services for EPSDT and KidsCare members.

PA is required for coverage of TPN. NFs and agencies furnishing outpatient TPN services shall obtain PA prior to initiation of service.

1. Written medical documentation substantiating compliance with AMPM Policy 310-GG requirements shall be submitted to AHCCCS/DFSM to support the authorization request. Medical documentation shall include:
 - a. History and physical which describes member's condition and diagnosis,
 - b. Physician's orders,
 - c. Dietary assessment, including member's weight,
 - d. Any pertinent progress notes (nursing/physician), which currently reflect the member's dietary, eating and functional status,
 - e. Physician progress notes indicating expected outcome of treatment,
 - f. NF records documenting percentage of each meal's consumption by member, and
 - g. Current laboratory data.

W. TRANSPLANTS (ORGAN AND TISSUE)

Providers shall obtain authorization from AHCCCS for all organ and tissue transplant services to be provided to FFS member. Refer to AMPM Policy 310-DD and 310-DD Attachment A for complete information regarding covered transplants, transplant components, related services, and submission requirements.

Pursuant to Section 1903(v)(2)(C) of the Social Security Act and A.A.C. R9-22-206, FESP enrolled individuals are not eligible for transplantation services.

AHCCCS also requires providers to obtain PA for transplant related services provided to AHCCCS members who have undergone transplants not covered by AHCCCS.

1. FFS provider responsibilities regarding medically necessary organ and tissue transplant services for eligible members include, but are not limited to:
 - a. The submission of PA requests to the AHCCCS Transplant Coordinator, DHCM, Medical Management Unit, for approval of the transplantation and all related transplant components, and
 - b. The submission of PA requests to DFSM, for approval of the medically necessary transplant related services that are not included in the transplant components.

Refer to the AHCCCS Reinsurance Policy Manual for additional information. This manual is available on the AHCCCS Website.

2. Per the AHCCCS Transplant Contracts, the transplant facilities are expected to assist the Provider and AHCCCS with coordinating the following transportation services:
 - a. Room, and board (lodging) for:
 - b. The transplant candidate to and from medical treatment during the time it is necessary for the member to remain in close proximity to the transplant center and, if needed,
 - c. The designated caregiver or escort as identified by the transplant facility.

This includes pre and post-transplant care by the transplant center. If determined to be medically necessary by the transplant specialist, members post allogeneic transplant may be required to be within one hour travel time of the transplant facility.

3. Requests for transportation to and from transplant services must be submitted separately from requests for meals and lodging as specified in the transportation section of this policy.
4. Meal Cards for transplant-related travel outside the member's service area shall be requested via the AHCCCS/DFSM authorization process, to include clinical documentation supporting medical necessity. Meal cards for the designated caregiver (escort) shall be authorized when an escort is determined to be medically necessary.
5. Transplant-related medical services provided to FFS members who have undergone transplants not covered by AHCCCS require authorization.

X. TRANSPORTATION

Authorization is required for Non-Emergency Transportation (NEMT) of 100 miles or greater one way or roundtrip, and all air NEMT regardless of the number of miles.

1. AHCCCS covers the following transportation services as specified in AMPM Policy 310-BB:
 - a. Emergency transportation,
 - i. Emergency transportation does not require PA from AHCCCS/DFSM, although such services are only covered to the nearest medical facility, which is medically equipped and staffed to provide appropriate medical or BH care, and
 - ii. Emergency transportation to out-of-state facilities is covered only when the out-of-state facility is the nearest appropriate facility.
 - b. Medically necessary NEMT to and from covered medical or BH services that are rendered by an AHCCCS registered provider, to include IHS/638 providers, and
 - c. Medically necessary maternal and newborn transportation is covered and does not require authorization.
2. For special transportation requests, including but not limited to, specialty transportation needs and travel outside the member's service area/county of residence the following documentation shall accompany the written request as applicable.
 - a. Physician's order, including medical justification for travel outside the member's service area/county of residence when applicable, case plan notes from an AHCCCS registered BH provider, or other supporting documentation as needed to make a coverage determination,
 - b. Descriptions of disability requiring special transport and/or special circumstances,
 - c. Type of transportation and need for attendant services, as appropriate,
 - d. Estimated cost of transportation, attendant services, meals or lodging, as appropriate, and/or
 - e. NEMT authorization requests shall contain a valid BH or physical health diagnosis to be authorized by DFSM staff.

PA for transportation will not be issued unless the transportation provider is an actively registered AHCCCS transportation provider on the date of service requested.

3. Authorization responsibility for NEMT services.
 - a. NEMT services for AHCCCS American Indian members enrolled with AIHP, DDD THP, and/or assigned to a TRBHA, are authorized on an FFS basis by AHCCCS DFSM.
 - b. For Tribal ALTCS members, all medical and BH transportation services are authorized by the Tribal ALTCS case manager.
 - c. For American Indian members receiving BH services, who are enrolled in a RBHA, check with the RBHA for PA requirements, and
 - d. For ACC plan or ALTCS MCO enrolled members, contact the ACC plan or the ALTCS MCO for PA requirements.

Refer to the AHCCCS FFS Provider Manual or AHCCCS Billing Manual for IHS/Tribal providers for provider registration and billing information. Both manuals are available on the AHCCCS Website.

Y. TRIAGE/SCREENING AND EVALUATION OF EMERGENCY MEDICAL CONDITIONS

Triage/emergency medical screening and evaluation services are the medically necessary screening and assessment services provided to FFS members in order to determine whether or not an emergency medical condition exists, the severity of the condition, and those services necessary to alleviate or stabilize the emergent condition. These services are covered services if they are delivered in an acute care hospital emergency room or Free Standing Emergency Department (FRED).

Medically necessary screening and evaluation services to rule out an emergency condition, or to determine the severity of an emergency medical condition and necessary treatment services required for the emergency medical condition, do not require PA from AHCCCS/DFSM.

If the presenting condition assessed during triage/emergency medical screening and evaluation is determined not to be an emergency condition, any further assessment, care, and treatment is subject to utilization management requirements.

Providers responsible for triage, screening, and/or evaluation of emergency medical conditions shall submit supporting medical documentation for services rendered. At a minimum, the emergency room record of care and itemized statement shall be submitted when reporting or billing services to AHCCCS/DFSM for services provided to FFS members.

Medical review of emergency room records shall consider each case on an individual basis to determine if:

1. The triage/screening services were reasonable, cost-effective, and medically necessary to rule out an emergency condition and evaluate the member's medical status, and
2. The evaluation of the member's medical status meets criteria for severity of illness and intensity of service.

If the provider fails to submit medical records necessary for review, or if the medical records fail to meet the criteria specified in this Policy, the claim is subject to denial.

Refer to AMPM Policy 810 for a description of notification and PA procedures for inpatient admission or post-assessment therapy.

Refer to the AHCCCS FFS Provider Billing Manual for information regarding billing requirements.

Z. OTHER MEDICAL PROFESSIONAL SERVICES

Under 9 A.A.C. 22, Article 2, the following medical professional services do not require PA if a member receives these services in an inpatient, outpatient, or office setting:

1. Voluntary sterilization (No PA limited to AIHP and Tribal ALTCS members aged 21 years and older. (Note: PA is required for DDD THP members.)
2. Dialysis shunt placement.
3. Arteriovenous graft placement for dialysis.
4. Angioplasties or thrombectomies of dialysis shunts.
5. Angioplasties or thrombectomies of arteriovenous grafts for dialysis.
6. Eye surgery for the treatment of diabetic retinopathy.
7. Eye surgery for the treatment of glaucoma.
8. Eye surgery for the treatment of macular degeneration.
9. Home health visits following an acute hospitalization (No PA required for first five visits following an acute hospitalization).
10. Hysteroscopies for AIHP and Tribal ALTCS members aged 21 years and older when associated with a family planning diagnosis code and done within 90 days of hysteroscopic sterilization. (Note: PA is required for DDD THP members.)
11. Outpatient physical and occupational therapy for Acute members age 21 years or older are described in detail in AMPM Policy 310-X.
12. Facility services related to wound debridement, or
13. Apnea management and training for premature babies up to one year of life.

AA. CHEMOTHERAPY AND RADIATION ONCOLOGY SERVICES

Chemotherapy and radiation oncology services do not require PA, except for Intensity Modulated Radiation Therapy (IMRT). IMRT requires PA. Clinical documentation for IMRT, shall establish medical necessity for treatment of radiosensitive tumors where critical structures cannot be adequately protected with standard 3D conformal radiotherapy.