

436 – NETWORK STANDARDS

EFFECTIVE DATE: 10/01/13, 01/01/14, 10/01/15, 07/01/16, 10/01/17

REVISION DATE: 10/01/13, 12/19/13, 09/17/15, 03/17/16, 11/01/16

STAFF RESPONSIBLE FOR POLICY: DHCM OPERATIONS

I. PURPOSE

This Policy applies to Acute Care, ALTCS/EPD, CRS, DCS/CMDP (CMDP), DES/DDD (DDD), and RBHA Contractors. The Contractor shall develop and maintain a provider network that is sufficient to provide all covered services to AHCCCS members [42 CFR 438.206(b)(1)]. This Policy establishes Contractor network standards for all Contractors. ~~Unless otherwise noted, Contractors must assess their network against their entire membership for the purposes of complying with these standards.~~ If established network standards cannot be met, it must be explained in the Network Development and Management Plan. See ACOM Policy 415.

II. DEFINITIONS

ADULT FOSTER CARE (AFC) HOME

An ALTCS approved alternative ~~residential-home and~~ community based setting that provides room and board, supervision and coordination of necessary adult foster care services within a family type environment for at least one and no more than four adult residents who are ALTCS members. For the purposes of this policy, an AFC is measured as a facility licensed to operate using the AHCCCS provider type 50 “Adult Foster Care”.

ASSISTED LIVING CENTER (ALC)

An ALTCS approved alternative ~~residential-home and~~ community based setting as defined in; A.R.S. §36-401; that provides supervision and coordination of necessary services to 11 or more residents. For the purposes of this policy, an ALC is measured as a facility licensed to operate using the AHCCCS provider type 49 “Assisted Living Center”.

ASSISTED LIVING FACILITY (ALF)

An Assisted Living Facility (ALF) is a residential care institution that provides supervisory care services, personal care services or directed care services on a continuing basis. All ALTCS approved residential settings in this category are required to meet ADHS licensing criteria as defined in 9 A.A.C. 10, Article ~~7-8~~. Of these facilities, ALTCS has approved three as covered settings. Three types of ALFs are relevant to this policy, ALC, Assisted Living Homes and AFC Homes.

ASSISTED LIVING HOME (ALH)

An ALTCS approved alternative residential—home and community based setting that provides supervision and coordination of necessary services to 10 or fewer residents. For the purposes of this policy, an ALH is measured as a facility licensed to operate using the AHCCCS provider type 36 “Assisted Living Home”.

BEHAVIORAL HEALTH RESIDENTIAL FACILITY

A health care institution that provides treatment to an individual experiencing a behavioral health issue, as defined in 9 A.A.C. 407, Article 47. A behavioral health residential facility provides a structured treatment setting with 24 hour supervision and counseling or other therapeutic activities for persons with behavioral needs. For the purposes of this policy, a behavioral health residential facility is measured as a facility licensed to operate using the AHCCCS provider type B8 “Behavioral Health Residential Facility”.

CRISIS STABILIZATION FACILITY

An inpatient facility or outpatient treatment center licensed in accordance with 9 A.A.C. 10, that provides crisis intervention services (stabilization). For the purposes of this policy, a Crisis Stabilization Facility is measured as a facility licensed to operate using the AHCCCS provider type 02 “Hospital” that has an organized psychiatric unit, 71 “Level I Psychiatric Hospital”, IC “Integrated Clinic”, 77 “Behavioral Health Outpatient Clinic”(24 hours per day, seven days per week access), B5 “Level I Subacute facility” (non-IMD), B6 “Level I Subacute facility” (IMD), and B7 “Crisis Service Provider”.

DENTIST

A medical professional regulated by the State Board of Dental Examiners and operating under A.R.S. §32-11-2 and 3. For the purposes of this policy, Dentists are measured as a provider licensed to operate using the AHCCCS provider type 07 “Dentist”.

DISTRICT

A Service District is a section of Maricopa or Pima County defined by zip code for purposes of establishing and measuring minimum network standards for Hospitals, DD Group Homes, Nursing Facilities and Assisted Living Facilities. See “GSA—County and District Definitions” below.

GEOGRAPHIC SERVICE AREA (GSA)

~~An area designated by AHCCCS within which a Contractor of record provides, directly or through subcontract, covered health care service to a member enrolled with that Contractor of record, as defined in 9 A.A.C. 22, Article 1. See “GSA, County and District Definitions” below.~~

GROUP HOME FOR PERSONS WITH DEVELOPMENTAL DISABILITIES

A residential setting for not more than six persons with developmental disabilities, regulated by the Arizona Department of Economic Security. Refer to A.A.C. Title 9, Chapter 33, Article 1 and A.R.S. §36-551. For the purposes of this policy, a DD Group Home is measured as a facility licensed to operate using the AHCCCS provider type 25 “Group Home (Developmentally Disabled)”.

HOSPITAL

A class of health care institution that provides, through an organized medical staff, inpatient beds, medical services, continuous nursing services, and diagnosis or treatment to a patient. Refer to A.A.C. Title 9, Chapter 10, Article ~~8-1~~ and A.R.S. Title 36, Chapter 4, Article 1, 2, and 3. For the purposes of measuring network sufficiency, a hospital is measured as a facility licensed to operate using the AHCCCS provider type 02 “Hospital” or C4 “Specialty Pier Diem Hospital.”

IN HOME CARE SERVICES

For the purposes of this Policy, In Home Care Services are defined as Home and Community Based “Critical Services” under ACOM Policy 413. These are Attendant Care, Personal Care, Homemaking, and Respite Care.

NURSING FACILITY (NF)

A health care institution that provides inpatient beds or resident beds and nursing services to persons who need continuous nursing services but who do not require hospital care or direct daily care from a physician. For the purposes of this Policy, a Nursing Facility is measured as a health care institution licensed to operate using the AHCCCS provider type 22 “Nursing Home”.

BEHAVIORAL HEALTH OUTPATIENT AND INTEGRATED CLINIC

A class of health care institution without inpatient beds that provides physical health services or behavioral health services for the diagnosis and treatment of patients. For the purposes of this policy, a Behavioral Health Outpatient and Integrated Clinic is measured as facility licensed to operate using the AHCCCS provider types 77 “Mental Health Outpatient Clinic” and IC “Integrated Clinic”.

PHARMACY

A facility regulated by the State Board of Pharmacy and operating under A.R.S. §32-18-2 and 3. For the purposes of this policy, a Pharmacy is measured as a provider licensed to operate using the AHCCCS provider type 03 “Pharmacy”.

PROVIDER AFFILIATION TRANSMISSION (PAT) FILE

A data file which provides details of the providers within the Contractor’s network and is used to measure compliance with this policy.

PRIMARY CARE PHYSICIAN (PCP)

A healthcare practitioner responsible for the management of a member’s health care. For the purposes of this Policy, a PCP is measured as a provider licensed to operate using the following AHCCCS provider types:

1. Provider type 08 “Physician” and 31 “Osteopath”, with the specialty codes:
 - a. 050-Family Practice,
 - b. 055-General Practice,
 - c. 060-Internal Medicine,
 - d. 089-Obstetrician and Gynecologist,
 - e. 091-Obstetrician or
 - f. 150-Pediatrician.
2. Provider type 19 “Registered Nurse Practitioner” with the specialty codes:
 - a. 095-Women’s HC/OB-GYN NP,
 - b. 084-RN Family Nurse Practitioner or
 - c. 87-RN Pediatric Nurse Practitioner.
3. Provider type, 18 “Physician Assistant” with the specialty code:
 - a. 798 – Physician’s Assistant.

GSA, COUNTY AND DISTRICT DEFINITIONS

- ~~1. AHCCCS has adopted definitions for GSAs and assigned the following numerical definitions under its Acute Care, ALTCS/EPD, ALTCS/DDD, and CRS programs:~~

COUNTY	GSA (ACUTE CARE, CMDP AND CRS)	GSA (ALTCS/EPD AND DDD)
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APACHE, COCONINO, MOHAVE, NAVAJO	04	44
COCHISE, GRAHAM, GREENLEE	14	46
GILA, PINAL	08	40
LA PAZ, YUMA	02	42
MARICOPA	12	52
PIMA, SANTA CRUZ	10	50
YAVAPAI	06	48

2. ~~AHCCCS has adopted definitions for GSAs and assigned the following numerical definitions under its RBHA program:~~

COUNTY	GSA RBHA
MARICOPA	06 (Central)
APACHE, COCONINO, MOHAVE, NAVAJO, YAVAPAI, GILA	07 (North)*
COCHISE, GRAHAM, GREENLEE, PINAL, LA PAZ, YUMA, PIMA, SANTA CRUZ	08 (South)*

3.1. Split zip codes occur in some counties. Split zip codes are those which straddle two different counties. Enrollment for members residing in these zip codes is based upon the county and ~~GSA~~ to which the entire zip code has been assigned by AHCCCS. The Contractor shall be responsible for ensuring that all members residing in the zip code that is assigned to the county in which it is contracted to provide services are fully able to access care. The split zip codes are assigned as follows:

ZIP CODE	SPLIT BETWEEN THESE COUNTIES	COUNTY ASSIGNED TO
85140	Pinal and Maricopa	Maricopa
85120	Pinal and Maricopa	Maricopa
85142	Pinal and Maricopa	Maricopa
85342	Yavapai and Maricopa	Maricopa
85390	Yavapai and Maricopa	Maricopa

85643	Graham and Cochise	Cochise
85645	Pima and Santa Cruz	Santa Cruz
85943	Apache and Navajo	Navajo
86336	Coconino and Yavapai	Yavapai
86351	Coconino and Yavapai	Coconino
86434	Mohave and Yavapai	Mohave
86340	Coconino and Yavapai	Yavapai
85143	Pinal and Maricopa	Maricopa

The following zip codes have been re-assigned outside of their originally assigned counties:

ZIP CODE	ORIGINAL COUNTY ASSIGNED	COUNTY RE-ASSIGNMENT 10/1/15
85192	Gila and Pinal	Graham
85542	Gila and Pinal	Graham
85550	Gila and Pinal	Graham

4.2. For purposes of this Policy, Maricopa and Pima Counties are further subdivided into districts. Below is the definition of these districts:

a. Maricopa County

MARICOPA DISTRICT	DESCRIPTION	ZIP CODES
<i>DISTRICT 1</i>	Phoenix	85022, 85023, 85024, 85027, 85029, 85032, 85054, 85050, 85053, 85085, 85086, 85087, 85254, 85324, 85331
<i>DISTRICT 2</i>	Carefree, Cave Creek, Fountain Hills, Scottsdale	85250, 85251, 85255, 85256, 85257, 85258, 85259, 85260, 85262, 85263, 85264, 85268
<i>DISTRICT 3</i>	Phoenix	85012, 85013, 85014, 85015, 85016, 85017, 85018, 85019, 85020, 85021, 85028, 85051, 85253
<i>DISTRICT 4</i>	Phoenix	85003, 85004, 85006, 85007, 85008, 85009, 85025, 85034, 85040, 85041, 85042, 85044, 85045, 85048

MARICOPA DISTRICT	DESCRIPTION	ZIP CODES
<i>DISTRICT 5</i>	Buckeye, Goodyear, Phoenix, Tolleson and Gila Bend	85031, 85033, 85035, 85037, 85043, 85322, 85323, 85326, 85338, 85339, 85353, 85337
<i>DISTRICT 6</i>	Glendale	85301, 85302, 85303, 85304, 85305, 85306, 85308, 85310
<i>DISTRICT 7</i>	El Mirage, Peoria, Sun City, Sun City West, Surprise and Wickenburg	85275, 85307, 85309, 85335, 85340, 85342, 85345, 85351, 85355, 85361, 85363, 85373, 85374, 85375, 85379, 85381, 85382, 85383, 85387, 85388, 85390, 85395, 85396
<i>DISTRICT 8</i>	Mesa, Tempe	85120, 85201, 85202, 85203, 85204, 85205, 85206, 85207, 85208, 85209, 85210, 85212, 85213, 85215, 85218, 85219, 85220, 85256, 85281, 85282
<i>DISTRICT 9</i>	Chandler, Tempe, Gilbert, Queen Creek, Sun Lakes	85140, 85142, 85143, 85222, 85224, 85225, 85226, 85233, 85234, 85242, 85243, 85248, 85249, 85283, 85284, 85296, 85297

b. Pima County

PIMA DISTRICT	DESCRIPTION	ZIP CODES
<i>DISTRICT 1</i>	Northwest	85321, 85653, 85658, 85701, 85704, 85705, 85737, 85739, 85741, 85742, 85743, 85745, 85755
<i>DISTRICT 2</i>	Northeast	85619, 85702, 85712, 85715, 85716, 85718, 85719, 85749, 85750
<i>DISTRICT 3</i>	Southwest	85601, 85614, 85622, 85629, 85713, 85714, 85723, 85724, 85735, 85736, 85746, 85757
<i>DISTRICT 4</i>	Southeast	85641, 85706, 85708, 85710, 85711, 85730, 85747, 85748

III. POLICY

A. MARICOPA AND PIMA COUNTY NETWORK REQUIREMENTS

1. PCP Services

Acute Care, CMDP, ALTCS/EPD, CRS, and RBHA Contractors, and Contractors who provide acute care services overseen by DES/DDD must have a network that is able to provide PCP services so that 90% of its membership do not need to travel more than 15 minutes or 10 miles from their residence, unless accessing those services through a Multi-Specialty Interdisciplinary Clinic (MSIC).

If outpatient specialty services (OB, family planning, and pediatrics) are not included in the PCP contract, at least one subcontract is required for each of these specialties within the established time and distance standard. Note: RBHA Contractors only need to apply these standards for those members whose physical health care services are provided by the RBHA.

2. Pharmacy Services

Acute Care, CMDP, ALTCS/EPD, CRS, and RBHA Contractors, and Contractors who provide acute care services overseen by DES/DDD must have a network that is able to provide pharmacy services so that 90% of their membership do not need to travel more than 15 minutes or 10 miles from their residence, unless accessing those services through a Multi-Specialty Interdisciplinary Clinic (MSIC).

3. Dental Services

Acute Care, CMDP, CRS, and RBHA Contractors, and Contractors who provide acute care services overseen by DES/DDD must have a network that provides dental services so that 90% of their membership do not need to travel more than 15 minutes or 10 miles from their residence. Note: RBHA Contractors only need to apply these standards for those members whose physical health care services are provided by the RBHA.

4. Behavioral Health Outpatient and Integrated Clinic Standards

RBHA Contractors must have a network that provides access so that 90% of their membership do not need to travel more than 15 minutes or 10 miles from their original residence.

5. Crisis Stabilization Facility Standards

RBHA Contractors must have a network that provides crisis stabilization services so that 90% of their membership do not need to travel more than 15 minutes or 10 miles from their original residence.

6. Hospital Standards

Acute Care, CMDP, ALTCS/EPD, RBHA and CRS Contractors, and Contractors who provide acute care services overseen by DES/DDD must have contracts with a sufficient number of hospitals in the district groupings outlined below. The requirements identified below are a minimum.

a. Maricopa County Hospital Requirements

MARICOPA DISTRICT	MINIMUM NUMBER OF CONTRACTS REQUIRED
<i>DISTRICT 1</i>	1 in District 1 or 2
<i>DISTRICT 2</i>	
<i>DISTRICT 3</i>	1 in District 3 or 4
<i>DISTRICT 4</i>	
MARICOPA DISTRICT	MINIMUM NUMBER OF CONTRACTS REQUIRED
<i>DISTRICT 5</i>	1 in District 5, 6 or 7
<i>DISTRICT 6</i>	
<i>DISTRICT 7</i>	

MARICOPA DISTRICT	MINIMUM NUMBER OF CONTRACTS REQUIRED
<i>DISTRICT 8</i>	1 in District 8 or 9
<i>DISTRICT 9</i>	

b. Pima County Hospital Requirements

PIMA DISTRICT	MINIMUM NUMBER OF CONTRACTS REQUIRED
<i>DISTRICT 1</i>	1 in District 1 or 2
<i>DISTRICT 2</i>	
<i>DISTRICT 3</i>	1 in District 3 or 4
<i>DISTRICT 4</i>	

7. DD Group Home, Nursing Facility, Assisted Living Center and Assisted Living Home/Adult Foster Care Home Standards

In Maricopa and Pima counties, the ALTCS/DDD Contractor must have contracts with a sufficient number of DD Group Homes, and ALTCS/EPD and ALTCS/DDD Contractors must have contracts with a minimum number of Nursing Facilities, ALCs and a combination of ALH or AFC providers in each district as identified in the tables below.

a. **Maricopa County DD Group Home, Nursing Facility, Assisted Living Center and Assisted Living Home/Adult Foster Care Home Requirements**

MARICOPA DISTRICT	DD GROUP HOMES	NF		ALC		ALH/AFC	
		ALTCS / EPD	ALTCS / DDD	ALTCS / EPD	ALTCS / DDD	ALTCS / EPD	ALTCS / DDD
<i>DISTRICT 1</i>	95	4	0	4	0	30	0
<i>DISTRICT 2</i>	7	6	0	2	0	5	0
<i>DISTRICT 3</i>	50	8	0	6	0	17	0
<i>DISTRICT 4</i>	22	5	0	2	0	7	0
<i>DISTRICT 5</i>	21	2	0	0	0	13	0
<i>DISTRICT 6</i>	104	3	0	4	0	25	0
<i>DISTRICT 7</i>	32	8	0	10	0	21	0
<i>DISTRICT 8</i>	61	8	0	10	0	26	0
<i>DISTRICT 9</i>	63	4	0	4	0	21	0
<i>WITHIN ARIZONA, BUT SERVING THE COUNTY</i>	0	0	1	0	1	0	1

b. Pima County DD Group Home, Nursing Facility, Assisted Living Center and Assisted Living Home/Adult Foster Care Home Requirements

PIMA DISTRICT	DD GROUP HOMES	NF		ALC		ALH/AFC	
		ALTCS / DDD	ALTCS / EPD	ALTCS / DDD	ALTCS / EPD	ALTCS / EPD	ALTCS / DDD
<i>DISTRICT 1</i>	11	3	0	1	0	20	0
<i>DISTRICT 2</i>	50	8	0	2	0	12	0
<i>DISTRICT 3</i>	9	2	0	1	0	9	0
<i>DISTRICT 4</i>	87	1	0	2	0	35	0
<i>WITHIN ARIZONA, BUT SERVING THE COUNTY</i>	0	0	1	0	1	0	1

8. Behavioral Health Outpatient and Integrated Clinic Reporting

Acute, CRS, and ALTCS/EPD Contractors must report in the Contractors' Annual Network Development and Management Plan as outlined in ACOM Policy 415 the time and distance from their original residence that the 90th percentile of their membership must travel to reach a contracted clinic with this provider type.

RBHA Contractors must report in the Contractors' Annual Network Development and Management Plan as outlined in ACOM Policy 415 the time and distance from their original residence that the 90th percentile of their membership must travel to reach a contracted clinic for each of the following populations:

- AHCCCS members enrolled with DES/DDD
- Members enrolled with CMDP
- Members determined to have a Serious Mental Illness
- Members over the age of 18 not determined to have a SMI
- Members under the age of 18

9. Crisis Stabilization Facility Reporting

Acute and ALTCS/EPD Contractors must report in their Annual Network Development and Management Plan as outlined in ACOM Policy 415 the time and distance from their original residence that the 90th percentile of their membership must travel to reach a contracted facility that provides Crisis Stabilization services.

RBHA Contractors must report in the Contractors' Annual Network Development and Management Plan as outlined in ACOM Policy 415 the time and distance from their original residence that the 90th percentile of their membership must travel to

reach a contracted facility that provides Crisis Stabilization services for each of the following populations:

- AHCCCS members enrolled with DES/DDD
- Members enrolled with CMDP
- Members determined to have a Serious Mental Illness
- Members over the age of 18 not determined to have a SMI
- Members under the age of 18

10. Behavioral Health Residential Facility Reporting

Acute, CRS, ALTCS/EPD and RBHA Contractors must report in their Annual Network Development and Management Plan as outlined in ACOM Policy 415 the time and distance from their original residence that the 90th percentile of their membership must travel to reach a contracted facility that provides Behavioral Health Residential Facility services.

RBHA Contractors must report in the Contractors' Annual Network Development and Management Plan as outlined in ACOM Policy 415 the time and distance from their original residence that the 90th percentile of their membership must travel to reach a contracted facility that provides Behavioral Health Residential Facility services for each of the following populations:

- Entire membership
- AHCCCS members enrolled with DES/DDD
- Members enrolled with CMDP
- Members determined to have a Serious Mental Illness
- Members over the age of 18 determined not to have a SMI
- Members under the age of 18

B. STANDARDS FOR ALL OTHER GSA/COUNTIES

Contractors serving ~~the GSAs and~~ counties outside of Maricopa and Pima Counties must document a sufficient network to meet the medical service needs of its members based upon the ~~following~~ tables included in Attachment A, Minimum Network Requirements Verification Template.

The tables detail the minimum network standards in each ~~GSA-county~~ by type of AHCCCS Contractor. The Tables are organized by ~~GSA, county,~~ by provider type, and line of business. Network requirements include minimum contracts within a specific city or group of cities, contracts within specified distances to specific cities, or minimum contracts within a county. In certain instances, locations outside of ~~the GSA's-county's~~ boundary have been identified. This is to allow members to access services in the most geographically convenient location possible and to prevent members from traveling much greater distances to obtain care, but at the same time accommodate network availability in each county.

In addition, outside of Maricopa and Pima Counties, Contractors may meet the minimum network standards for hospitals by obtaining contracts with hospitals or physicians with

admission and treatment privileges, including the use of hospitalists. If using one or more physician or hospitalist to meet these standards, the Contractor must identify each provider as outlined in Attachment A, ~~Minimum Network Requirements Verification Template.~~

~~For example, for Contractors serving La Paz and Yuma Counties, an Acute Care or ALTCS/EPD Contractor, the CRS Contractor and DES/DDD's Acute Care Subcontractors will need contracts with a minimum of one Hospital, PCP, Dentist and Pharmacy in Parker, Arizona. Additionally, the ALTCS/EPD Contractors will need a contract with at least one ALC, ALH or AFC within a one hour drive of Parker. ALTCS/DDD will also need at least one contract with a DD Group Home within La Paz County, and a contract with a Nursing Facility, and an ALC, ALH or AFC within Arizona to serve members in La Paz County. [See Tables Below]~~

EPD YH1&RFP - DRAFT

1. Hospital*, PCP, Dentist, Pharmacy, DD Group Home, NF and ALH/ALC/AFC Standard by GSA

*To meet this policy's requirements for hospitals outside of Maricopa and Pima Counties, a Contractor may obtain contracts with a hospital or with physicians with admission and treatment privileges (including hospitalists).

a. La Paz and Yuma Counties

MINIMUM NETWORK REQUIREMENT	HOSPITAL	PCPS	DENTIST	PHARMACY	DD GROUP HOMES	NF			ALH/ALC/AFC	
						ALTCS/EPD	ALTCS/DDD	ALTCS/EPD	ALTCS/DDD	
REQUIREMENT APPLIES TO:	ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ACUTE, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ALTCS/DDD	ALTCS/EPD	ALTCS/DDD	ALTCS/EPD	ALTCS/DDD	
Blythe, CA	1	1	1	1	0	0	0	0	0	
Lake Havasu City	1	1	1	1	0	0	0	0	0	
Parker	1	1	1	1	0	0	0	1 within 1 hr.	0	
Yuma City	1	1	1	1	0	4	0	0	0	
San Luis	0	1	1	1	0	0	0	0	0	
Somerton	0	1	0	1	0	0	0	0	0	
Quartzite	0	0	0	0	0	1 within 1 hr.	0	0	0	
Wellton	0	1	0	0	0	0	0	0	0	
Within La Paz County	0	0	0	0	1	0	0	0	0	
Within Yuma County	0	0	0	0	20	0	0	11	0	
Within Arizona, but serving these counties	0	0	0	0	0	0	1	0	1	

b. Apache, Coconino, Mohave and Navajo Counties

MINIMUM NETWORK REQUIREMENT	HOSPITAL	PCPS	DENTIST	PHARMACY	DD GROUP HOMES	NF		ALH/ALC/AFC	
REQUIREMENT APPLIES TO:	ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ACUTE, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ALTCS/ DDD	ALTCS/ EPD	ALTCS/ /DDD	ALTCS/ EPD	ALTCS/ DDD
Bullhead City	1	1	1	1	0	1	0	0	0
Flagstaff	1	1	1	1	0	2	0	0	0
Gallup, NM	1	1	1	1	0	0	0	0	0
Kanab, UT	1	0	0	0	0	0	0	0	0
Kingman	1	1	1	1	0	2	0	0	0
Lake Havasu City	1	1	1	1	0	2	0	0	0
Needles, CA	1	0	0	0	0	0	0	0	0
Page	1	1	1	1	0	0	0	1	0
Payson	1	1	1	1	0	0	0	0	0
Show Low	1	0	0	0	0	0	0	0	0
Show Low, Pinetop or Lakeside	0	1	1	1	0	1	0	0	0

MINIMUM NETWORK REQUIREMENT	HOSPITAL	PCPS	DENTIST	PHARMACY	DD GROUP HOMES	NF		ALH/ALC/AFC	
REQUIREMENT APPLIES TO:	ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ACUTE, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ALTCS/ DDD	ALTCS/ EPD	ALTCS/ DDD	ALTCS/ EPD	ALTCS/ DDD
Springerville	±	0	0	0	0	0	0	0	0
Springerville or Eager	0	±	±	±	0	0	0	0	0
St. George, UT	±	0	0	0	0	0	0	0	0
St. George, UT or Mesquite, NV	0	±	±	±	0	0	0	0	0
Winslow	±	±	±	±	0	±	0	0	0
Colorado City, Hildale or Kanab, UT	0	±	±	±	0	0	0	0	0
Fort Mohave	0	±	0	±	0	0	0	0	0
Holbrook	0	±	±	±	0	0	0	0	0
Snowflake or Taylor	0	±	±	±	0	0	0	0	0
Sedona	0	±	±	±	0	±	0	0	0
St. Johns	0	±	±	±	0	± within 1.5 hrs	0	0	0
Williams	0	±	±	±	0	0	0	0	0

MINIMUM NETWORK REQUIREMENT	HOSPITAL	PCPS	DENTIST	PHARMACY	DD GROUP HOMES	NF		ALH/ALC/AFC	
						ALTCS/EPD	ALTCS/DDD	ALTCS/EPD	ALTCS/DDD
REQUIREMENT APPLIES TO:	ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ACUTE, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ALTCS/DDD	ALTCS/EPD	ALTCS/DDD	ALTCS/EPD	ALTCS/DDD
Vernon	0	0	0	0	0	0	0	1	0
Within Apache County	0	0	0	0	28	0	0	0	0
Within Coconino County	0	0	0	0	47	0	0	5*	0
Within Mohave County	0	0	0	0	16	0	0	28	0
Within Navajo County	0	0	0	0	22	0	0	5	0
Within Arizona, but serving these counties	0	0	0	0	0	0	1	0	1

* The Contractor must be contracted with 5 additional ALH, ALC or AFCs beyond those required for specific cities in this County.

e. Yavapai County

MINIMUM NETWORK REQUIREMENT	HOSPITAL	PCPs	DENTIST	PHARMACY	DD GROUP HOMES	NF		ALH/ALC/AFC	
						ALTCS/EPD	ALTCS/DDD	ALTCS/EPD	ALTCS/DDD
REQUIREMENT APPLIES TO:	ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ACUTE, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ALTCS/DDD	ALTCS/EPD	ALTCS/DDD	ALTCS/EPD	ALTCS/DDD
Cottonwood	1	1	1	1	0	1	0	0	0
Flagstaff	1	0	0	0	0	0	0	0	0
Prescott	1	1	1	1	0	3	0	0	0
Prescott Valley	0	1	1	1	0	1	0	0	0
Ash Fork <i>or</i> Seligman	0	1	1	0	0	0	0	0	0
Camp Verde	0	1	1	1	0	1	0	0	0
Sedona	0	1	1	1	0	1	0	0	0
Within Yavapai County	0	0	0	0	50	0	0	25	0
Within Maricopa County <i>or</i> Wickenburg	1	1	1	1	0	0	0	0	0
Within Arizona, but serving the county	0	0	0	0	0	0	1	0	1

d. Gila and Pinal Counties

MINIMUM NETWORK REQUIREMENT	HOSPITAL	PCP'S	DENTIST	PHARMACY	DD GROUP HOMES	NF		ALH/ALC/ AFC	
REQUIREMENT APPLIES TO:	ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ACUTE, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ALTCS/ DDD	ALTCS/ EPD	ALTCS/ DDD	ALTCS/ EPD	ALTCS/ DDD
Casa Grande	±	±	±	±	0	1-plus-2 additional facilities within 1 hour of Casa Grande	0	0	0
Globe	±	0	0	0	0	0	0	0	0
Globe, Miami or Claypool	0	±	±	±	0	2	0	±	0
San Tan Valley	±	0	0	0	0	0	0	0	0
Payson	±	±	±	±	0	2	0	±	0
Apache Junction	0	±	±	±	0	0	0	0	0
Coolidge or Florence	0	±	±	±	0	0	0	0	0
Eloy	0	±	±	0	0	0	0	0	0
Kearney	0	±	±	±	0	0	0	0	0

MINIMUM NETWORK REQUIREMENT	HOSPITAL	PCPS	DENTIST	PHARMACY	DD GROUP HOMES	NF		ALH/ALC/AFC	
						ALTCS/EPD	ALTCS/DDD	ALTCS/EPD	ALTCS/DDD
REQUIREMENT APPLIES TO:	ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ACUTE, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ALTCS/DDD	ALTCS/EPD	ALTCS/DDD	ALTCS/EPD	ALTCS/DDD
Mammoth, San Manuel or Oracle	0	1	1	1	0	0	0	0	0
Mesa, Gilbert or Queen Creek	0	1	1	1	0	0	0	0	0
Florence	0	0	0	0	0	3 facilities within 1 hour of Florence	0	0	0
Oracle	0	0	0	0	0	3 facilities within 1 hour of Oracle	0	0	0
Within Gila County	0	0	0	0	14	0	0	1*	0
Within Pinal County	0	0	0	0	41	0	0	17	0
Within Arizona, but serving these counties	0	0	0	0	0	0	1	0	1

* The Contractor must be contracted with one additional ALH, ALC or AFC beyond those required for specific cities in this County.

e. Pima and Santa Cruz Counties
See above for the requirements for Pima County.

MINIMUM NETWORK REQUIREMENT	HOSPITAL	PCPS	DENTIST	PHARMACY	DD GROUP HOMES	NF		ALH/ALC /AFC	
REQUIREMENT APPLIES TO:	ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ACUTE, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ALTCS/ DDD	ALTCS/ EPD	ALTCS/ DDD	ALTCS/ EPD	ALTCS/ DDD
Nogales	1	1	1	1	0	1	0	0	0
Within Santa Cruz County	0	0	0	0	5	0	0	3	0
Within Arizona, but serving these counties	0	0	0	0	0	0	1	0	1

f. Cochise, Graham and Greenlee Counties

MINIMUM NETWORK REQUIREMENT	HOSPITAL	PCP'S	DENTIST	PHARMACY	DD GROUP HOMES	NF		ALH/ALC/AFC	
REQUIREMENT APPLIES TO:	ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ACUTE, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS	ALTCS/ DDD	ALTCS/ -EPD	ALTCS/ DDD	ALTCS/ EPD	ALTCS/ DDD
Benson	1	1	0	1	0	1	0	0	0
Benson or Wilcox	0	0	1	0	0	0	0	0	0
Bisbee	1	1	1	1	0	0	0	0	0
Douglas	1	1	1	1	0	1	0	0	0
Safford	1	1	1	0	0	1	0	0	0
Safford or Thatcher	0	0	0	1	0	1	0	0	0
Sierra Vista	1	1	1	1	0	2	0	0	0
Tucson	1	0	0	0	0	0	0	0	0
Wilcox	1	1	0	1	0	1	0	0	0
Morenci or Clifton	0	1	1	1	0	0	0	0	0
Morenci	0	0	0	0	0	1 within 1.5 hours of Morenci	0	1 within 1.5 hours of Morenci	0

MINIMUM NETWORK REQUIREMENT	HOSPITAL	PCPS	DENTIST	PHARMACY	DD GROUP HOMES	NF		ALH/ALC/AFC	
<i>REQUIREMENT APPLIES TO:</i>	<i>ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS</i>	<i>ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS</i>	<i>ACUTE, RBHA, CRS, DDD ACUTE SUBCONTRACTORS</i>	<i>ACUTE, ALTCS/EPD, RBHA, CRS, DDD ACUTE SUBCONTRACTORS</i>	<i>ALTCS/ DDD</i>	<i>ALTCS/ EPD</i>	<i>ALTCS/ DDD</i>	<i>ALTCS/ EPD</i>	<i>ALTCS/ DDD</i>
Within Cochise County	0	0	0	0	22	0	0	1	0
Within Graham County	0	0	0	0	5	0	0	3	0
Within Arizona, but serving these counties	0	0	0	0	0	0	1	0	1

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2.1. Behavioral Health Services Standards

~~In addition to the tables above,~~ RBHA Contractors serving the counties outside of Maricopa and Pima Counties must document a sufficient network to meet the needs of its membership based upon the following minimum behavioral health services requirements:

a. Behavioral Health Outpatient and Integrated Clinic Standards

RBHA Contractors must have a network that provides access so that 90% of their membership do not need to travel more than 15 minutes or 10 miles from their original residence.

b. Crisis Stabilization Facility Standards

RBHA Contractors must have a network that provides crisis stabilization services so that 90% of their membership do not need to travel more than 60 miles from their residence.

Contractors providing behavioral health services must report the time and distance that the 90th percentile their membership must travel in each county outside of Maricopa and Pima Counties. This must be reported in the Contractors' Annual Network Development and Management Plan as outlined in ACOM Policy 415 for each county served for each of the following types of facilities:

a. Behavioral Health Outpatient and Integrated Clinic Reporting

Acute, CRS, and ALTCS/EPD Contractors will report the time and distance from their original residence that the 90th percentile of their membership in each county travel to reach a contracted clinic with this provider type.

RBHA Contractors must report in the Contractors' Annual Network Development and Management Plan as outlined in ACOM Policy 415 the time and distance from their original residence that the 90th percentile of their membership must travel in each county to reach a contracted clinic for each of the following populations:

- AHCCCS members enrolled with DES/DDD
- Members enrolled with CMDP
- Members determined to have a Serious Mental Illness
- Members over the age of 18 not determined to have a SMI
- Members under the age of 18

b. Crisis Stabilization Facility Reporting

Acute and ALTCS/EPD Contractors will report the time and distance from their original residence that the 90th percentile of their membership must travel in each county to reach a contracted facility that provides Crisis Stabilization services.

RBHA Contractors must report in the Contractors' Annual Network Development and Management Plan as outlined in ACOM Policy 415 the time and distance from their original residence that the 90th percentile of their membership must travel in each county to reach a contracted facility that provides Crisis Stabilization Facility services for each of the following populations:

- AHCCCS members enrolled with DES/DDD
- Members enrolled with CMDP

- Members determined to have a Serious Mental Illness
- Members over the age of 18 not determined to have a SMI
- Members under the age of 18

c. Behavioral Health Residential Facility Reporting

Acute, CRS, and ALTCS/EPD Contractors must report the time and distance from their original residence that the 90th percentile of their membership must travel in each county to reach a contracted facility that provides Behavioral Health Residential Facility services.

RBHA Contractors must report in the Contractors' Annual Network Development and Management Plan as outlined in ACOM Policy 415 the time and distance from their original residence that the 90th percentile of their membership must travel in each county to reach a contracted facility that provides Crisis Stabilization Facility services for each of the following populations:

- Entire membership
- AHCCCS members enrolled with DES/DDD
- Members enrolled with CMDP
- Members determined to have a Serious Mental Illness
- Members over the age of 18 not determined to have a SMI
- Members under the age of 18

C. STATEWIDE IN HOME CARE NETWORK STANDARDS

ALTCS/EPD and ALTCS/DDD Contractors must also comply with network standards for the following critical in home care services, Attendant Care, Personal Care, Homemaking, and Respite Care. All Contractors must ensure that the total gap hours represent no more than 0.05% of critical services scheduled in a given month as reported in its monthly Gap in Services Log. See ACOM Policy 413, Attachment A for details of this process.

D. NETWORK OVERSIGHT REQUIREMENTS

The Acute Care, CMDP, ALTCS/EPD, ALTCS/DDD, CRS, and RBHA Contractors will take steps to ensure these networks standards are maintained. If established network standards cannot be met, the Contractor must identify these gaps and address short and long-term interventions in their Annual Network Development and Management Plan; Periodic Network Reporting Requirements as required by ACOM Policy 415.

DES/DDD, acute care subcontractors are expected to review their subcontractors for compliance with this Policy. DES/DDD must report to AHCCCS their subcontractors' gaps and short and long-term interventions and address them in their annual Network Development and Management Plans.

Additionally, Acute Care, ALTCS/EPD, CRS, DES/DDD, and RBHA Contractors must conduct an analysis of their compliance with the applicable standards each quarter using their Provider Affiliation Transmission (PAT) and the Gap in Services Log; this must be submitted at the same

time as the PAT submission as specified in the Contract, Section F, Attachment F3, Contractor Chart of Deliverables and the RBHA Contract, Exhibit-9, Deliverables. The analysis shall be reported using the Attachment A, Minimum Network Requirements Verification Template. DES/DDD must report its compliance with the standards identified as applying to its ALTCS/DDD provider network, and additionally provide separate attachments for each of its subcontracted health plans that provide acute care services measured under these standards.

IV. REFERENCES

- Acute Care Contract, Section D
- ALTCS/EPD Contract, Section D
- CRS Contract, Section D
- DCS/CMDP Contract, Section D
- DES/DDD Contract, Section D
- Contract, Section F, Attachment F3, Contractor Chart of Deliverables
- RBHA Contract, Scope of Work
- RBHA Contract, Exhibit-9, Deliverables
- ACOM 413
- ACOM 415
- Provider Affiliation Transmission User Manual
- Attachment A, Minimum Network Requirements Verification Template

ATTACHMENT A, MINIMUM NETWORK REQUIREMENTS VERIFICATION TEMPLATE

SEE THE ACOM WEBPAGE FOR ATTACHMENT A OF THIS POLICY

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