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ABSENT PARENT	An individual who is absent from the home and is legally responsible for providing financial and/or medical support for a dependent child, as specified by A.A.C. R9-22-1001.
ABUSE	The infliction of, or allowing another individual to inflict, or cause, physical pain or injury, impairment of bodily function, disfigurement or serious emotional damage which may be evidenced by severe anxiety, depression, withdrawal, or untoward aggressive behavior. Such abuse may be caused by acts or omissions of an individual having responsibility for the care, custody or control of a client receiving behavioral health services or community services. Abuse shall also include sexual misconduct, assault, molestation, incest, or prostitution of, or with, a client under the care of personnel of a mental health agency. A.A.C. R9-21-101(B).
ABUSE - OF A CHILD	The infliction or allowing of physical injury, impairment of bodily function or disfigurement or the infliction of or allowing another individual to cause serious emotional damage as evidenced by severe anxiety, depression, withdrawal, or untoward aggressive behavior and which emotional damage is diagnosed by a medical doctor or psychologist and is caused by the acts or omissions of an individual who has the care, custody, and control of a child. As specified in A.R.S. § 8-201(2), abuse includes: <ol style="list-style-type: none"> 1. Inflicting or allowing sexual abuse, sexual conduct with a minor, sexual assault, molestation of a child, commercial sexual exploitation of a minor, sexual exploitation of a minor, incest, or child sex trafficking as those acts are described in the A.R.S. Title 13, Chapter 14. 2. Physical injury that results from permitting a child to enter or remain in any structure or vehicle in which volatile, toxic, or flammable chemicals are found or equipment is possessed by any individual for the purpose of manufacturing a dangerous drug as specified in A.R.S. § 13-3401. 3. Unreasonable confinement of a child.
ABUSE - OF A VULNERABLE ADULT	The intentional infliction of physical harm, injury caused by negligent acts or omissions, unreasonable confinement, or sexual abuse or sexual assault as specified in A.R.S. § 46-451(A)(1).
ABUSE - OF MEMBER	Abuse of a Vulnerable Adult or the Abuse of a Child who is a member as specified in A.R.S. § 46-451(A)(1), A.R.S. § 8-201(2), and A.R.S. § 46-451(A)(9).
ABUSE - OF THE AHCCCS PROGRAM	Provider practices that are inconsistent with sound fiscal, business, or medical practices, and result in an unnecessary cost to the AHCCCS program, or in reimbursement for services that are not medically necessary or that fail to meet professionally recognized standards for health care, noncompliance with licensure standards, misuse of billing numbers, or misuse or abuse of billing privileges. It also includes beneficiary practices that result in unnecessary cost to the AHCCCS Program [42 CFR 455.2].

ACCESS	The timely use of services to achieve optimal outcomes, as evidenced by managed care plans successfully demonstrating and reporting on outcome information for the availability and timeliness elements specified in 42 CFR 438.68, 42 CFR 438.206, and 42 CFR 438.320.
ACCESS TO PROFESSIONAL SERVICE INITIATIVE (APSI)	A program to preserve and promote access to medical services through a uniform percentage increase to the Contractor's rates for professional services provided by qualified physicians and non-physician professionals affiliated with designated hospitals as specified in Contract and Policy. Federal regulation mandates that these payments be prior approved by Centers for Medicare and Medicaid Services (CMS) before they shall be implemented.
ACTION	The denial or limited authorization of a requested behavioral health service. This includes: <ol style="list-style-type: none"> 1. Type or level of service. 2. Reduction, suspension, or termination of a previously authorized service. 3. Denial, in whole or in part, of payment for a service. 4. Failure to provide covered services in a timely manner. 5. Failure to act within established timeframes for resolving an Appeal or complaint and providing notice to affected parties, and 6. Denial of the Title XIX/XXI eligible individual's request to obtain covered services outside the network.
ACTIVE TREATMENT	A current need for treatment. The treatment is identified on the member's service plan to treat a serious and chronic physical, developmental, or behavioral condition requiring medically necessary services of a type or amount beyond that generally required by members that lasts, or is expected to last one year or longer, and requires ongoing care not generally provided by a primary care provider.
ACTIVE TREATMENT - CHILDREN'S REHABILITATION SERVICES (CRS)	A current need for treatment of the CRS qualifying condition(s) or it is anticipated that treatment or evaluation for continuing treatment of the CRS qualifying condition(s) will be needed within the next 18 months from the last date of service for treatment of any CRS qualifying condition as specified in A.A.C. R9-22-1301.
ACTIVITIES OF DAILY LIVING	Activities a member shall perform daily for the member's regular day-to-day necessities, including but not limited to mobility, transferring, bathing, dressing, grooming, eating, and toileting.
ACTUAL ACQUISITION COST	The purchase price of a drug paid by a pharmacy net of all discounts, rebates, chargebacks, and other adjustments to the price of the drug, not including professional fees.
ACTUARY	An individual who meets the qualification standards established by the American Academy of Actuaries for an actuary and follows the practice standards established by the Actuarial Standards Board. An actuary develops and certifies the capitation rates as specified in 42 CFR 438.2.

ACUTE	Symptoms that are characterized by sharpness or severity, have a sudden onset, have arisen quickly, and are short-lived.
ACUTE CARE HOSPITAL	A general hospital that provides surgical services and emergency services.
ACUTE CARE ONLY (ACO)	<ol style="list-style-type: none"> 1. The enrollment status of a member who is otherwise financially and medically eligible for ALTCS but who: Refuses Home and Community Based Services (HCBS) offered by the case manager. 2. Has made an uncompensated transfer that makes the individual ineligible. 3. Resides in a setting in which Long Term Services and Supports (LTSS) cannot be provided, or 4. Has equity value in a home that exceeds \$552,000. <p>These ALTCS enrolled members are eligible to receive acute medical services but not eligible to receive Long Term Care (LTC) institutional, alternative residential or HCBS.</p>
ADJUDICATED CLAIM	A claim that has been received and processed by the Contractor which resulted in a payment or denial of payment.
ADMINISTRATIVE APPEAL	An appeal to AHCCCS of a decision made by a contractor as the result of a grievance.
ADMINISTRATIVE OFFICE OF THE COURTS (AOC)	The Arizona Constitution authorizes an administrative director and staff to assist the Chief Justice with administrative duties. Under the direction of the Chief Justice, the administrative director, and the staff of the Administrative Office of the Courts (AOC) provide the necessary support for the supervision and administration of all State courts.
ADMINISTRATIVE SERVICES SUBCONTRACT/SUBCONTRACTOR	<p>An agreement that delegates any of the requirements of the Contract with AHCCCS, including, but not limited to the following:</p> <ol style="list-style-type: none"> 1. Claims processing, including pharmacy claims. 2. Pharmacy Benefit Manager (PMB). 3. Dental Benefit Manager. 4. Credentialing, including those for only primary source verification (i.e., Credential Verification Organization). 5. Management Service Agreements. 6. Medicaid Accountable Care Organization (ACO). 7. Service Level Agreements with any Division or Subsidiary of a corporate parent owner, and 8. CHP and DDD Subcontracted Health Plan. <p>A person (individual or entity) who holds an Administrative Services Subcontract is an Administrative Services Subcontractor. Providers are not Administrative Services Subcontractors.</p>

ADOPTIVE PARENT(S)	Any adult(s) who is a resident of Arizona, whether married, unmarried, divorced or legally separated, who has adopted a child who is eligible under Title XIX or Title XXI of the Social Security Act.
ADULT	An individual 18 years of age or older, unless the term is given a different definition by statute, rule, or policies adopted by AHCCCS.
ADULT DAY HEALTH SERVICES	A program that provides planned care, supervision and activities, personal care, personal living skills training, meals, and health monitoring in a group setting during a portion of a continuous 24 hour period. Adult day health services may also include preventive, therapeutic and restorative health-related services that do not include behavioral health services as specified in A.R.S. § 36-401.
ADULT DEVELOPMENTAL HOME (ADH)	An Alternative Home and Community Based Services (HCBS) Setting for adults (18 or older) with Developmental Disabilities (DD) which is licensed by Department of Economic Securities (DES) to provide room, board, supervision and coordination of habilitation and treatment for up to three residents as specified in A.R.S. § 36-551.
ADULT FOSTER CARE (AFC) HOME	An Alternative Home and Community Based Services (HCBS) 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.
ADULT GROUP ABOVE 106 PERCENT FEDERAL POVERTY LEVEL (ADULTS > 106 PERCENT)	Adults aged 19-64, without Medicare, with income above 106 percent through 133 percent of the Federal Poverty Level (FPL).
ADULT GROUP AT OR BELOW 106 PERCENT FEDERAL POVERTY LEVEL (ADULTS <= 106 PERCENT)	Adults aged 19-64, without Medicare, with income at or below 106 percent of the Federal Poverty Level (FPL).
ADULT PROTECTIVE SERVICES (APS)	A Program within the Arizona Department of Economic Security (DES) that investigates allegations and provides service referrals to protect vulnerable adults from abuse, neglect, or exploitation.
ADULT RECOVERY TEAM (ART)	A group of individuals that, following the Nine Guiding Principles for Recovery-Oriented Adult Behavioral Health Services and Systems, work in collaboration and are actively involved in a member's assessment, service planning, and service delivery. At a minimum, the team consists of the member, member's Health Care Decision Maker (HCDM) (if applicable), advocates (if assigned), and a qualified behavioral health representative. The team may also include the member's family, physical health, behavioral health or social service providers, other agencies serving the member, professionals representing various areas of expertise related to the member's needs, or other individuals identified by the member.

ADVANCE	Includes but is not limited to payment to a provider or affiliate by a Contractor which is based on an estimate of Received But Unpaid Claims (RBUCs), an estimate of the value of erroneous claim denials (including underpayments), a loan, or as otherwise defined by the Contractor.
ADVANCE CARE PLANNING	A part of the End of Life care concept and is a billable service that is a voluntary face-to-face ongoing discussion between a qualified health care professional and the member/ Health Care Decision Maker (HCDM) to: <ol style="list-style-type: none"> 1. Educate the member/HCDM and Designated Representative (DR) about the member’s illness and the health care options that are available to them. 2. Develop a written plan of care that identifies the member/HCDMs choices for treatment, and 3. Share the member/HCDMs wishes with family, friends, and his or her physicians.
ADVANCE DIRECTIVE	A document by which an individual makes provision for health care decisions in the event that, in the future, he/she becomes unable to make those decisions.
ADVANCED LIFE SUPPORT (ALS)	Refer to the term Transportation - Advanced Life Support.
ADVERSE BENEFIT DETERMINATION	The denial or limited authorization of a service request, or the reduction, suspension, or termination of a previously approved service.
ADVERSE DRUG EVENT (ADE)	An injury resulting from medical intervention related to a drug including harms that occur during medical care that are directly caused by the drug including but not limited to medication errors, adverse drug reactions, allergic reactions, and overdose.
AFFILIATE (RELATED PARTY) TRANSACTIONS	Transactions with a party that has, or may have, the ability to control or significantly influence a Contractor, or a party that is, or may be, controlled or significantly influenced by the Contractor. Control, for purposes of this definition, means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an enterprise through ownership, by contract, or otherwise. “Related parties” or “Affiliates” include, but are not limited to, agents, managing employees, individuals with an ownership or controlling interest in the disclosing entity, and their immediate families, subcontractors, wholly-owned subsidiaries or suppliers, parent companies, sister companies, holding companies, and other entities controlled or managed by any such entities or individuals.
AFFILIATE (RELATED PARTY)	A party that has, or may have, the ability to control or significantly influence a Contractor, or a party that is, or may be, controlled or significantly influenced by a Contractor. "Related parties" include, but are not limited to, agents, managing employees, individuals with an ownership or controlling interest in the Contractor and their immediate families, subcontractors, wholly-owned subsidiaries or suppliers, parent companies, sister companies, holding companies, and other entities controlled or managed by any such entities or individuals.

AFFILIATED ORGANIZATION	A party that, directly or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with an entity.
AFFORDABLE CARE ACT (ACA)	Federal statute signed into law in March 2010 as part of comprehensive health insurance reforms that will, in part, expand health coverage, expand Medicaid eligibility, establish health insurance exchanges, and prohibit health insurers from denying coverage due to pre-existing conditions. The Affordable Care Act is also referred to as the Patient Protection and Affordable Care Act (ACA).
AGENCY WITH CHOICE (AWC)	An option offered to ALTCS members who reside in their own home. This option is elective as a member or the member’s Individual Representative (IR) may choose to participate in AWC. Under the AWC option, the provider agency and the member/IR enter into a partnership agreement. The provider agency serves as the legal employer of the Direct Care Worker (DCW) and the member/IR serves as the day-to-day managing employer of the DCW.
AGENT	Any individual who has been delegated the authority to obligate or act on behalf of a provider as specified in 42 CFR 455.101.
AGGREGATE LIFETIME DOLLAR LIMIT	A dollar limitation on the total amount of specified benefits that may be paid under a Managed Care Organization (MCO), Prepaid Inpatient Health Plan (PIHP), or Prepaid Ambulatory Health Plan (PAHP).
AHCCCS AMERICAN INDIAN HEALTH PROGRAM (AIHP)	A Fee-For-Service (FFS) program administered by AHCCCS for Title XIX/XXI eligible American Indians which reimburses for physical and behavioral health services provided by and through the Indian Health Service (IHS), tribal health programs operated under 638 or any other AHCCCS registered provider.
AHCCCS CLAIMS DASHBOARD REPORTING GUIDE	A document designed to assist the Contractor in submitting a monthly report to address claim requirements, including billing rules and documentation requirements, and submit a report to AHCCCS that will include the rationale for specific requirements.
AHCCCS COMPLETE CARE CONTRACTOR (ACC)	A contracted Managed Care Organization (also known as a health plan) that, except in limited circumstances, is responsible for the provision of both physical and behavioral health services to eligible Title XIX/XXI persons enrolled by the administration.
AHCCCS COMPLETE CARE-REGIONAL BEHAVIORAL HEALTH AGREEMENT (ACC-RBHA) OR (RBHA) CONTRACTOR	An AHCCCS Complete Care (ACC) Contractor with expanded contractual responsibilities, as specified in CCE No. YH20-0002, for the provision of Non-Title XIX/XXI services for Title XIX/XXI and Non-Title XIX/XXI members and comprehensive Title XIX/XXI physical health and behavioral health services to eligible individuals with a Serious Mental Illness designation.

AHCCCS CONTRACTOR OPERATIONS MANUAL (ACOM)	Policies to consolidate and provide ease of access to the Administrative, Claims, Financial, and Operational Policies of the AHCCCS Administration.
AHCCCS DRUG LIST	A list of federally and state reimbursable behavioral health and physical health care medications that is to be used by AHCCCS Fee-For-Service (FFS) Programs and all Contractors responsible for the administration of acute and long-term care pharmacy benefits. This drug list identifies specific federally and state reimbursable medications and related products, which are supported by current evidence-based medicine. The AHCCCS Drug List includes preferred drugs and was developed to encourage the use of safe, effective, clinically appropriate, and the most cost-effective medications.
AHCCCS ELIGIBILITY DETERMINATION	The process of determining, through an application and required verification, whether an applicant meets the criteria for Title XIX/XXI funded services.
AHCCCS FEE-FOR-SERVICE (FFS) PROGRAM	An AHCCCS program administered by the AHCCCS/Division of Fee-For-Service Management (DFSM) using the original Medicaid payment model, where a fee is paid for each medically necessary service provided (e.g., office visit, test, procedure). Members enrolled in an FFS program may receive AHCCCS-covered services from any AHCCCS-registered provider. Note: Providers do not need to separately contract with any FFS program to render and bill for Medicaid Title XIX/XXI services provided to FFS members. Providers can bill FFS after they enter into a provider participation agreement with AHCCCS Provider Registration. Providers with active registration with AHCCCS Provider Registration serve as the FFS provider network.
AHCCCS GRIEVANCE AND APPEAL SYSTEM GUIDE	A document that provides instructions to the Contractors on how to complete the Grievance System Report for submission to and review by the Division of Health Care Management (DHCM), as required by contract.
AHCCCS HOUSING ACQUISITION, CONSTRUCTION, AND/OR RENOVATION PROGRAMS	A housing program that provides state funding (including the Serious Mental Illness (SMI) Housing Trust Fund per A.R.S. § 41-3955.01) for the acquisition, construction and/or renovation of properties (house, condominium, duplex, apartment, new construction etc.) to provide permanent supportive housing for individuals with an SMI designation. The property is held for use of AHCCCS eligible members for an extended period of time through the use of filed Covenants, Conditions, and Restrictions (CC&Rs).
AHCCCS MEDICAL POLICY MANUAL (AMPM)	Provides information to Contractors and Providers regarding services that are covered within the AHCCCS program.
AHCCCS POLICY COMMITTEE (APC)	A group of individuals comprised of Agency Management and Subject Matter Experts (SME)s within AHCCCS along with external stakeholder and tribal representatives who review and approve new and revised Policies found in both the AHCCCS Contractor Operations Manual (ACOM) and AHCCCS Medical Policy Manual (AMPM).

AHCCCS/OFFICE OF THE INSPECTOR GENERAL (OIG)	The AHCCCS Office of Inspector General (AHCCCS-OIG) is the division of AHCCCS that has the authority to conduct preliminary and full investigations relating to fraud, waste, and abuse involving the programs administered by AHCCCS.
AHCCCS/DIVISION OF COMMUNITY ADVOCACY AND INTERGOVERNMENTAL RELATIONS (DCAIR)	The division responsible for community advocacy and Intergovernmental Relations that interface with members, family members and other stakeholders ensuring the voice of the community is heard.
AHCCCS/DIVISION OF FEE-FOR-SERVICE MANAGEMENT (DFSM)	The division responsible for the clinical, administrative and claims functions of the Fee-For-Service (FFS) members. This includes American Indians enrolled in the American Indian Health Program (AIHP) for acute care, members enrolled with the Tribal Regional Behavioral Health Authorities for behavioral health services and Tribal long term care programs, and individuals in the Federal Emergency Service population (FES). DFSM pays FFS provider claims, prior authorizes certain medical and behavioral health services, provides ongoing training, completes clinical claims reviews, provides customer services to FFS providers, and completes care coordination activities for the FFS population. DFSM also acts as the Third Party Administrator for the School Based Claiming program.
AHCCCS/DIVISION OF FEE-FOR-SERVICE MANAGEMENT (DFSM) QUALITY MANAGEMENT (QM)	A unit within the AHCCCS Division of Fee-For-Service Management (DFSM) that oversees Fee-For-Service (FFS) Quality Management (QM) activities, including but not limited to, Quality of Care (QOC) investigations and Health and Safety inspections.
AHCCCS/DIVISION OF GRANTS ADMINISTRATION (DGA)	A division within AHCCCS that is the point of contact related to the pursuit, implementation and oversight of grants administered by the agency. DGA is inclusive of both programmatic and financial teams. Together, the teams work closely with each other to ensure the effective communication, oversight, and implementation of all Grant management for the agency.
AHCCCS/DIVISION OF HEALTHCARE MANAGEMENT (DHCM)	The division responsible for Contractor oversight regarding AHCCCS Contractor operations, quality, maternal and child health, behavioral health, medical management, case management, rate setting, encounters, and financial/operational oversight.
AHCCCS/DIVISION OF HEALTH CARE MANAGEMENT (DHCM), QUALITY IMPROVEMENT (QI) TEAM	AHCCCS staff who evaluates Contractor Quality Management/Performance Improvement (QM/PI) Programs; monitors compliance with required Quality/Performance Improvement Standards, Contractor Corrective Action Plans (CAPs) and Performance Improvement Projects (PIPs); and provides technical assistance for QM/PI related matters.

<p>AHCCCS/DIVISION OF HEALTH CARE MANAGEMENT (DHCM), QUALITY MANAGEMENT (QM) TEAM</p>	<p>AHCCCS staff who researches and evaluates Quality of Care (QOC) concerns; provides oversight of contractor credentialing and delegation processes; monitors compliance with required quality standards and Contractor Corrective Action Plans (CAPs); and provides technical assistance for Quality Management (QM) related matters.</p>
<p>AHCCCS REGISTERED PROVIDER</p>	<p>A contracted provider or non-contracting provider who enters into a provider agreement with AHCCCS and meets licensing or certification requirements to provide AHCCCS-covered services.</p>
<p>AIR AMBULANCE</p>	<p>Refer to the term Transportation - Air Ambulance.</p>
<p>ALLOCATION LETTER</p>	<p>Communication provided by AHCCCS to identify funding not otherwise included in the "Original" Allocation Schedule and specific terms and conditions for receipt of Non-Title XIX/XXI funding.</p>
<p>ALLOCATION SCHEDULE</p>	<p>The schedule prepared by AHCCCS that specifies the Non-Title XIX/XXI non-capitated funding sources by program including Mental Health Block Grant (MHBG) and Substance Abuse Block Grant (SABG) Federal Block Grant funds, discretionary grant funds, State General Fund appropriations, county, and other funds, which are used for services not covered by Title XIX/XXI funding and for populations not otherwise covered by Title XIX/XXI funding.</p>
<p>ALTERNATE ELECTRONIC VISIT VERIFICATION (EVV) SYSTEM</p>	<p>Refer to the term Electronic Visit Verification (EVV) System – Alternate.</p>

<p>ALTERNATIVE HOME AND COMMUNITY BASED SERVICES (HCBS) SETTING</p>	<p>A living arrangement where a member may reside and receive HCBS. The setting shall be approved by the director, and either (1) licensed or certified by a regulatory agency of the state, or (2) operated by the IHS, an Indian tribe or tribal organization, or an urban Indian organization, and has met all the applicable standards for state licensure, regardless of whether it has actually obtained the license (A.A.C. R9-28-101). The possible types of settings include:</p> <ol style="list-style-type: none"> 1. For an individual with an intellectual/developmental disability: <ol style="list-style-type: none"> a. Community residential setting, b. Group home, c. State-operated group homes, d. Group foster homes, e. Adult behavioral health therapeutic homes, f. Behavioral health residential facilities, g. Behavioral health respite homes, and h. Substance abuse transitional facilities. 2. For an individual who is Elderly and Physically Disabled (E/PD): <ol style="list-style-type: none"> a. Adult foster care homes, b. Assisted living homes or assisted living centers, units only, c. Adult behavioral health therapeutic homes, d. Behavioral health residential facilities, e. Behavioral health respite homes, and f. Substance abuse transitional facilities.
<p>AMBULANCE</p>	<p>Refer to the term Transportation – Ambulance.</p>
<p>AMBULATORY CARE</p>	<p>Preventive, diagnostic, and treatment services provided on an outpatient basis by physicians, nurse practitioners, physician assistants and/or other health care providers.</p>
<p>AMBULATORY TRANSPORTATION</p>	<p>Refer to the term Transportation – Ambulatory.</p>
<p>AMERICAN INDIAN HEALTH PROGRAM (AIHP)</p>	<p>A Fee-For-Service program administered by AHCCCS for Title XIX/XXI eligible American Indians which reimburses for physical and behavioral health services provided by and through the Indian Health Service (IHS), tribal health programs operated under 638 or any other AHCCCS registered provider.</p>
<p>AMERICANS WITH DISABILITIES ACT (ADA)</p>	<p>The ADA prohibits discrimination on the basis of disability and ensures equal opportunity for individuals with disabilities in employment, State and local government services, public accommodations, commercial facilities transportation, and telecommunications as specified in the Americans with Disabilities Act of 1990, as amended, in 42 U.S.C. 126 and 47 U.S.C. 5.</p>

ANNIVERSARY DATE	The anniversary date is 12 months from the date the member is enrolled with the Contractor and annually thereafter. In some cases, the anniversary date will change based on the last date the member changed Contractors or the last date the member was given an opportunity to change.
ANNUAL DOLLAR LIMIT	Total amount of specified benefits that may be paid in a fiscal year 12-month period under a Managed Care Organization (MCO), Prepaid Inpatient Health Plan (PIHP), or Prepaid Ambulatory Health Plan (PAHP).
ANNUAL ENROLLMENT CHOICE (AEC)	The opportunity for an individual to change Contractors every 12 months.
APPEAL	The request for review of an adverse benefit determination.
APPEAL RESOLUTION	The written determination by the Contractor concerning an appeal.
APPEAL- SERIOUS MENTAL ILLNESS (SMI)	A request for review of an adverse decision by a Contractor or AHCCCS.
APPLICANT	An individual who: <ol style="list-style-type: none"> 1. Submits an application for behavioral health services as specified in A.A.C. Title 9, Chapter 21, or on whose behalf an application has been submitted, or 2. Is referred for a determination of eligibility for behavioral health services, as specified in A.A.C. R9-21-101.
APPOINTMENT	A scheduled day and time for an individual to be evaluated, treated, or receive a service by a healthcare professional or service provider by within their scope of practice.
APPROVED DIRECT CARE WORKER (DCW) TRAINING AND TESTING PROGRAM (APPROVED PROGRAM OR PROGRAM)	Any entity that is approved by AHCCCS to provide training and testing of Direct Care Workers (DCWs). These Approved Programs can be an AHCCCS registered agency that provides Direct Care Services, a private vocational program, or an educational institution (e.g., high school, college, or university).
ARIZONA – NATIONAL BREAST AND CERVICAL CANCER EARLY DETECTION PROGRAM (AZ-NBCCEDP)	An Arizona program that provides breast and cervical cancer screening and diagnosis as specified in A.A.C. R9-22-2001.
ARIZONA ADMINISTRATIVE CODE (A.A.C.)	The official publication of Arizona’s codified Rules and published by the Administrative Rules Division.
ARIZONA ASSOCIATION OF HEALTH PLANS (AzAHP)	AzAHP is an organization dedicated to working with elected officials, AHCCCS Health Care Plans, health care providers, and consumers to keep quality health care available and affordable for all Arizonans. AzAHP is involved in administration of the chart audit process for physical health plan sites and they collaborate with the Contractors with regard to the behavioral health chart audit process.

ARIZONA DEPARTMENT OF HEALTH SERVICES (ADHS)	The State agency that has the powers and duties set forth in A.R.S. § 36-104 and A.R.S. Title 36, Chapters 5 and 34.
ARIZONA DEPARTMENT OF JUVENILE CORRECTION (ADJC)	The State agency responsible for all juveniles adjudicated as delinquent and committed to its jurisdiction by the county juvenile courts.
ARIZONA DISABILITY BENEFITS 101(AZ DB101)	AZ DB101 provides information about employment, health coverage, and benefits to assist individuals with disabilities in making informed decisions about work and self-sufficiency. AZ DB101 is the Arizona-specific website of DB101.
ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM (AHCCCS)	Arizona’s Medicaid Program, approved by the Centers for Medicare and Medicaid Services as a Section 1115 Waiver Demonstration Program and described in A.R.S. Title 36, Chapter 29.
ARIZONA LONG TERM CARE SYSTEM	An AHCCCS program which delivers long-term, acute, behavioral health and case management services as authorized by A.R.S. § 36-2931 et seq., to eligible members who are either elderly and/or have physical disabilities, and to members with developmental disabilities, through contractual agreements and other arrangements.
ARIZONA LONG TERM CARE SERVICES (ALTCS) LOCAL OFFICE	The Arizona Long Term Care System (ALTCS) local office currently responsible for the member’s financial eligibility case record.
ARIZONA LONG TERM CARE SERVICES (ALTCS) TRANSITIONAL PROGRAM	A program available for eligible Arizona Long Term Care System (ALTCS) members who, at the time of medical reassessment, have improved either medically, functionally, or both, to the extent that they no longer need institutional care, but who still need significant Long-Term Services and Supports (LTSS). The eligible member will continue to require some LTSS, but at a lower level of care. The ALTCS Transitional program allows those members who meet the lower level of care, as determined by the Pre-Admission Screening (PAS), to continue to receive all ALTCS covered services that are medically necessary. Refer to 9 A.A.C. 28, Article 3.
ARIZONA REVISED STATUTE (A.R.S.)	Laws of the State of Arizona.

ARIZONA STATE HOSPITAL (AZSH)	Provides long-term inpatient psychiatric care to Arizonans with mental illnesses who are under court order for treatment.
ARIZONA STATE PLAN	The written agreements between the State and Centers for Medicare and Medicaid Services (CMS), which describes how the AHCCCS program meets CMS requirements for participation in the Medicaid program and the State Children’s Health Insurance Program (CHIP).
ASSESSMENT	An analysis of a patient’s needs for physical health services or behavioral health services to determine which services a health care institution shall provide to the patient as specified in A.A.C. R9-10-101.
ASSESSMENT - BEHAVIORAL HEALTH	The ongoing collection and analysis of an individual’s medical, psychological, psychiatric, and social conditions in order to initially determine if a health disorder exists, if there is a need for behavioral health services, and on an ongoing basis ensure that the individual’s service plan is designed to meet the individual’s (and family’s) current needs and long term goals.
ASSISTED LIVING CENTER (ALC) <i>Revised: 10/21</i>	An assisted living facility that provides resident rooms or residential units to eleven or more residents (A.R.S. § 36-401).
ASSISTED LIVING FACILITY (ALF)	A residential care institution that provides supervisory care services, personal care services or directed care services on a continuing basis. All approved residential settings in this category are required to meet Arizona Department of Health Services (ADHS) licensing criteria as specified in A.A.C. R9-10 Article 8.
ASSISTED LIVING HOME (ALH)	An Alternative Home and Community Based Services (HCBS) Setting that provides room and board, supervision, and coordination of necessary services to 10 or fewer residents.
AUTHORIZED REPRESENTATIVE	An individual who is authorized to apply for medical assistance or act on behalf of another individual as specified in A.A.C. R9- 22-101, A.A.C. R9-28-401.
AUTO-ASSIGNMENT	The process by which members who do not exercise their right to choose a Contractor, and members who are not assigned a Contractor based on family continuity rules are assigned to a Contractor through an auto-assignment algorithm. The algorithm is a mathematical formula used to assign members to the various Contractors in a manner that is predictable and consistent with AHCCCS goals. Members who do not exercise their right to choose a Contractor and those who are not assigned a Contractor based on family continuity rules are assigned to a Contractor through an auto-assignment algorithm.
AVERAGE MANUFACTURER PRICE (AMP)	The average price paid by wholesalers for drugs distributed to the retail class of trade, net of customary prompt pay discounts.

AVERAGE SPEED OF ANSWER (ASOA)

The average on line wait time in seconds that the member/ provider waits from the moment the call is connected in the Contractor's phone switch until the call is picked up by a contractor's representative or Interactive Voice Recognition System (IVR).

B

BASELINE DATA	Data collected at the beginning of a Performance Improvement Project that is used as a starting point for measurement and the basis for comparison with subsequent remeasurement(s) in demonstrating significant and sustained improvement.
BASIC LIFE SUPPORT (BLS)	Refer to the term Transportation - Basic Life Support (BLS).
BED HOLD	A 24 hour per day unit of service that is authorized by an ALTCS member’s case manager or the behavioral health case manager or a subcontractor for an acute care member, which may be billed despite the member’s absence from the facility for the purposes of short term hospitalization leave and therapeutic leave as specified in the Arizona Medicaid State Plan, 42 CFR 447.40 and 42 CFR 483.12, 9 A.A.C. 28.
BEHAVIOR ANALYSIS SERVICES	The use of behavior analysis to assist an individual to learn new behavior, increase existing behavior, reduce existing behavior, and emit behavior under precise environmental conditions as specified in A.R.S. § 32-2091.
BEHAVIOR ANALYSIS TRAINEE	An individual who has met the credentialing requirements of a nationally recognized behavior analyst certification board as a board certified behavior analyst, assistant behavior analyst, or a matriculated graduate student or trainee whose activities are part of a defined behavior analysis program of study, practicum, intensive practicum, or supervised independent fieldwork. The practice under this role requires direct and ongoing supervision consistent with the standards set by a nationally recognized behavior analyst certification board as determined by the Arizona Board of Psychologist Examiners, and as specified in A.R.S. § 32-2091.08.
BEHAVIOR ANALYST	An individual who is licensed to practice behavior analysis. As specified in A.R.S § 32-2091.
BEHAVIORAL HEALTH ASSESSMENT	Refer to the term Assessment - Behavioral Health.
BEHAVIORAL HEALTH	Mental health and substance use collectively.
BEHAVIORAL HEALTH CONDITION	Mental, behavioral, or Neurodevelopmental Disorder diagnosis defined by International Classification of Diseases, Tenth Revision, Clinical Modification.
BEHAVIORAL HEALTH DIAGNOSIS	Diagnoses listed in the Standard Service Set in AHCCCS Reference File (RF) 724.
BEHAVIORAL HEALTH DISORDER	Any behavioral, mental health, and/or substance use diagnoses found in the most current version of the Diagnostic and Statistical Manual of Mental Disorders excluding those diagnoses such as intellectual disability, learning disorders and dementia, which are not typically responsive to mental health or substance use treatment.
BEHAVIORAL HEALTH ENTITY	The entity with which the member is enrolled/assigned for the provision of and/or coordination of behavioral health services.

<p>BEHAVIORAL HEALTH FACILITY</p>	<p>A health care institution, as specified in A.A.C. R9-10-101, that provides continuous treatment to an individual experiencing a behavioral health issue that causes the individual to:</p> <ol style="list-style-type: none"> 1. Have a limited or reduced ability to meet the individual's basic physical needs. 2. Suffer harm that significantly impairs the individual's judgment, reason, behavior, or capacity to recognize reality. 3. Be a danger to self. 4. Be a danger to others. 5. Be an individual with a persistent or acute disability as specified in A.R.S. § 36-501, or 6. Be an individual with a grave disability as specified in A.R.S. § 36-501.
<p>BEHAVIORAL HEALTH INPATIENT FACILITIES (BHIF)</p>	<p>A health care institution, as specified in A.A.C. R9-10-101, that provides continuous treatment to an individual experiencing a behavioral health issue that causes that individual to:</p> <ol style="list-style-type: none"> 1. Have a limited or reduced ability to meet the basic physical needs. 2. Suffer harm that significantly impairs the judgment, reason, behavior, or capacity to recognize reality. 3. Be a danger to self. 4. Be a danger to others. 5. Be persistently or acutely disabled as specified in A.R.S. § 36-501, or 6. Be gravely disabled.
<p>BEHAVIORAL HEALTH OUT-OF-HOME TREATMENT</p>	<p>Highly individualized treatment services and support interventions to meet the needs of each child and his or her family. When community-based services are not effective in maintaining the child in their home setting, or safety concerns become critical, the use of out of home treatment services can provide essential behavioral health interventions to stabilize the situation. The primary goal of out of home treatment intervention is to prepare the child and family, as quickly as possible, for the child's safe return to their home and community settings.</p>
<p>BEHAVIORAL HEALTH PARAPROFESSIONAL (BHPP)</p>	<p>As specified in A.A.C. R9-10-101, an individual who is not a Behavioral Health Professional who provides behavioral health services at or for a health care institution according to the health care institution's policies and procedures that:</p> <ol style="list-style-type: none"> 1. If the behavioral health services were provided in a setting other than a licensed health care institution, the individual would be required to be licensed as a behavioral professional under A.R.S. § 32, Chapter 33, and 2. Are provided under supervision by a Behavioral Health Professional.

<p>BEHAVIORAL HEALTH PROFESSIONAL (BHP)</p>	<ol style="list-style-type: none"> 1. An individual licensed under A.R.S. § 32, Chapter 33, whose scope of practice allows the individual to: <ol style="list-style-type: none"> a. Independently engage in the practice of behavioral health as specified in A.R.S. § 32-3251, or b. Except for a licensed substance abuse technician, engage in the practice of behavioral health as specified in A.R.S. § 32-3251 under direct supervision as specified in A.A.C. R4-6-101. 2. A psychiatrist as specified in A.R.S. § 36-501. 3. A psychologist as specified in A.R.S. § 32-2061. 4. A physician. 5. A behavior analyst as specified in A.R.S. § 32-2091. 6. A registered nurse practitioner licensed as an adult psychiatric and mental health nurse, or 7. A registered nurse: <ol style="list-style-type: none"> a. A psychiatric-mental health nursing certification, or b. One year of experience providing behavioral health services.
<p>BEHAVIORAL HEALTH RESIDENTIAL FACILITY (BHRF)</p>	<p>As specified in A.A.C. R9-10-101, a health care institution that provides treatment to an individual experiencing a behavioral health issue that:</p> <ol style="list-style-type: none"> 1. Limits the individual’s ability to be independent, or 2. Causes the individual to require treatment to maintain or enhance independence.
<p>BEHAVIORAL HEALTH RESIDENTIAL FACILITY (BHRF) - SECURED</p>	<p>As specified in A.R.S. § 36-425.06 (B) and A.A.C. R9-10-101 (36), "secure" means premises that limit a patient's egress in the least restrictive manner consistent with the patient's court-ordered treatment plan and is a healthcare institution that provides treatment to an individual experiencing a behavioral health issue that limits the individual's ability to receive treatment in an independent setting.</p>
<p>BEHAVIORAL HEALTH RESIDENTIAL FACILITY (BHRF) STAFF</p>	<p>An employee of the behavioral health residential facility agency including but not limited to administrators, behavioral health professionals and behavioral health technicians.</p>
<p>BEHAVIORAL HEALTH SERVICES</p>	<p>Physician or practitioner services, nursing services, health-related services, or ancillary services provided to an individual to address the individual’s behavioral health issue.</p>
<p>BEHAVIORAL HEALTH TECHNICIAN (BHT)</p>	<p>An individual who is not a Behavioral Health Professional (BHP) who provides the following services to a patient to address the patient's behavioral health issue:</p> <ol style="list-style-type: none"> 1. With clinical oversight by a BHP, services that, if provided in a setting other than a health care institution, would be required to be provided by an individual licensed as specified in A.R.S. § 32, Chapter 33, and 2. Health-related services.
<p>BENEFIT PACKAGE</p>	<p>All benefits provided to a specific population group or targeted residents (e.g., individuals with a Serious Mental Illness [SMI] designation) regardless of the Health Care Delivery System.</p>

BEREAVEMENT COUNSELING	Emotional, psychosocial, and spiritual support and services provided before and after the death of a member to assist the family with issues related to grief, loss, and adjustment.
BIOSIMILAR	A biological drug approved by the Food and Drug Administration (FDA) based on a showing that it is highly similar to an FDA-Approved biological drug, known as the reference product, and has no clinically meaningful differences in terms of safety and effectiveness from the reference product.
BOARD CERTIFIED	An individual who has successfully completed all prerequisites of the respective specialty board and successfully passed the required examination for certification and when applicable, requirements for maintenance of certification.
BORDER COMMUNITIES	Cities, towns, or municipalities located in Arizona and within a designated geographic service area whose residents typically receive primary or emergency care in adjacent Geographic Service Areas (GSA) or neighboring states, excluding neighboring countries, due to service availability or distance.
BREAST AND CERVICAL CANCER TREATMENT PROGRAM (BCCTP)	Eligible individuals under the Title XIX expansion program for women with income up to 250 percent of the Federal Poverty Level (FPL), who are diagnosed with and need treatment for breast and/or cervical cancer or cervical lesions and are not eligible for other Title XIX programs providing full Title XIX services. Qualifying individuals cannot have other creditable health insurance coverage, including Medicare.
BROADCAST	Video, Audio, or text transmitted through Social Networking Applications, via internet, cellular or wireless network for display on any device (e.g., comments, podcasts, blogs).
BUSINESS DAY	Refer to the term Day – Business/Working.

C

CALENDAR DAY	Includes every day of the week including weekends and holidays.
CARE MANAGEMENT	A group of activities performed to identify and manage clinical interventions or alternative treatments for identified members to reduce risk, cost, and help achieve better health care outcomes. Distinct from case management, care management does not include the day-to-day duties of service delivery.
CARE PLAN	A documented description of physical health services and behavioral health services expected to be provided to a resident, based on the resident's comprehensive assessment that includes measurable objectives and the methods for meeting the objectives.
CAREGIVER	A caregiver is an adult who is providing for the physical, emotional, and social needs (i.e., caring for) a child who is under the care, custody, and contractor. Examples of Caregivers can include birth parent(s), foster parent(s), adoptive parent(s), kin or relative(s), group home staff. Caregivers can be licensed or unlicensed.
CASE MANAGEMENT	A collaborative process, which assess, plans, implements, coordinates, monitors, and evaluates options and services to meet an individual's health needs through communication and available resources to promote quality, cost-effective outcomes.
CASE MANAGEMENT EXPERIENCE	Human service related experience requiring care coordination across service delivery systems and work involving assessing, evaluating, and monitoring services for individuals with special health care needs related but not limited to conditions such as physical and/or intellectual disabilities, aging, physical and/or behavioral health disorders, and substance use disorder.
CASE MANAGER	An individual assigned as responsible for locating, accessing, and monitoring the provision of services to individuals in conjunction with a clinical team as specified in A.A.C. Title 9, Chapter 21 and Chapter 28, and Title 6, Chapter 6.
CASE MANAGER - ASSIGNED	The individual or team assigned by the Contractor who is responsible for locating, accessing, and monitoring the provision of all services as specified in contract for high needs children and members with a Serious Mental Illness (SMI) designation.
CASE MANAGEMENT	A collaborative process, which assess, plans, implements, coordinates, monitors, and evaluates options and services to meet an individual's health needs through communication and available resources to promote quality, cost-effective outcomes.

CENTER FOR SUBSTANCE ABUSE TREATMENT (CSAT)	Substance Abuse and Mental Health Services Administration’s (SAMHSA’s) center to promote community-based substance abuse treatment and recovery services for individuals and families in every community. CSAT provides national leadership to improve access, reduce barriers, and promote high quality, effective treatment, and recovery services.
CENTER-BASED EMPLOYMENT (CBE)	A service that provides a controlled and protected work environment, additional supervision and other supports for individuals engaged in remunerative work either in a work center or in the community.
CENTERS FOR DISEASE CONTROL AND PREVENTION (CDC)	A federal agency under the Department of Health and Human Services, based in Atlanta, Georgia, that provides information and tools to promote health, prevent disease, injury and disability and prepare for new health threats.
CENTERS FOR MEDICARE AND MEDICAID SERVICES (CMS)	The federal agency within the United States Department of Health and Human Services (HHS), which administers the Medicare (Title XVIII) and Medicaid (Title XIX) programs and the State Children’s Health Insurance Program (Title XXI).
CENTERS OF EXCELLENCE (COE)	A facility and/or program that is recognized as providing the highest levels of leadership, quality, and service. Centers of Excellence align physicians and other providers to achieve higher value through greater focus on appropriateness of care, clinical excellence, and patient satisfaction.
CERTIFICATE OF PARTNERSHIP	The basic legal instrument filed with a state to form partnership. A Certificate of Partnership is not required to form a partnership in the State of Arizona.
CERTIFIED NURSE MIDWIFE (CNM)	An individual certified by the American College of Nursing Midwives (ACNM) on the basis of a national certification examination and licensed to practice in Arizona by the State Board of Nursing. CNMs practice independent management of care for pregnant women and newborns, providing antepartum, intrapartum, postpartum, gynecological, and newborn care, within a health care system that provides for medical consultation, collaborative management, or referral.

CHANGE IN ORGANIZATIONAL STRUCTURE	<p>Any of the following:</p> <ol style="list-style-type: none"> a. Acquisition. b. Change in organizational documents (e.g., Amendments to Articles of Incorporation, Articles of Incorporation, Articles of Organization) or Certificate of Partnership. c. Change in Ownership. d. Change of Management Services Agreement (MSA) Subcontractor (to the extent management of all or substantially all plan functions have been delegated to meet AHCCCS contractual requirements). e. Joint Venture. f. Merger. g. Reorganization. h. State Agency reorganization resulting from an act of the Governor of the State of Arizona or the Arizona State Legislature. i. Other applicable changes which may cause: <ol style="list-style-type: none"> i. A change in the Employer Identification Number/Tax Identification Number (EIN/TIN), ii. Changes in critical member information, including the website, member or provider handbook and member ID card, or iii. A change in legal entity name.
CHANGE IN OWNERSHIP	<p>Any change in the possession of ownership interests in equity, capital, stock, profits, or voting rights with respect to a business such that there is a change in the individuals or entities having the controlling interest of an organization, such as changes that result from a Merger or Acquisition, or, with respect to nonstock corporations (e.g., non-profit corporations, limited liability companies or partnerships), a change in the members or sponsors of the corporation or in the voting rights of the members, partners, or sponsors of the corporation.</p>
CHEMICAL RESTRAINT	<p>A drug or medication when it is used as a restriction to manage the patient's behavior or restrict the patient's freedom of movement and is not a standard treatment or dosage for the patient's condition. Refer to 42 CFR 482.13 (e)(1)(I)(B). Chemical Restraints shall be interpreted and applied in compliance with the Center for Medicaid Services (CMS) State Operations Manual, for further Regulations and Interpretive Guidelines for Hospitals.</p>
CHILD	<p>An individual under the age of 18, unless the term is given a different definition by statute, rule or policies adopted by AHCCCS.</p>
CHILD - KIDSCARE	<p>An individual under the age of 19 years.</p>

CHILD AND FAMILY TEAM (CFT)	A group of individuals that includes, at a minimum, the child and their family, or Health Care Decision Maker (HCDM). A behavioral health representative, and any individuals important in the child’s life that are identified and invited to participate by the child and family. This may include teachers, extended family members, friends, family support partners, healthcare providers, coaches, and community resource providers, representatives from churches, temples, synagogues, mosques, or other places of worship/faith, agents from other service systems like the Arizona Department of Child Safety (DCS) or the Division of Developmental Disabilities (DDD). The size, scope, and intensity of involvement of the team members are determined by the objectives established for the child, the needs of the family in providing for the child, and by who is needed to develop an effective service plan, and can therefore, expand and contract as necessary to be successful on behalf of the child.
CHILD DEVELOPMENTAL CERTIFIED HOMES	An Alternative Home and Community Based Services (HCBS) residential setting for members who are under age 18 with intellectual/developmental disabilities which is licensed by Department of Economic Security (DES) and provide room and board, supervision and coordination of habilitation and treatment for up to three residents as specified in A.R.S. § 36-593.01.
CHILDREN'S REHABILITATIVE SERVICES (CRS)	Program that provides covered medical services and covered support services in accordance with A.A.C. R9-22-1303 and A.R.S. § 36-2912.
CHILDREN'S REHABILITATIVE SERVICES (CRS) APPLICATION	A submitted form with additional documentation required by the AHCCCS/Division of Member and Provider Services (DMPS) in order to make a determination whether an AHCCCS member is medically eligible for a CRS Designation.
CHILDREN'S REHABILITATIVE SERVICES (CRS) CONDITION	Any of the covered medical conditions in A.A.C. R9-22-1303 which are referred to as covered conditions in A.R.S. § 36-2912.
CHRONIC	A health related state that is not acute.
CLAIM DISPUTE	A dispute, filed by a provider or Contractor, whichever is applicable, involving a payment of a claim, denial of a claim, imposition of a sanction or reinsurance.
CLAIMS - RECOUPMENT	The process a Contractor takes to recover all or part of a previously paid claim(s). Recoupments include Contractor initiated/requested repayments, as well as overpayments identified by the Provider where the Contractor seeks to actively withhold or withdraw funds to correct the overpayment from the Provider.
CLAIMS – REFUND	An action initiated by a Provider to return an overpayment to a Contractor. In these instances the Provider writes a check or transfers money to the Contractor directly.

CLEAN CLAIM	A claim that may be processed without obtaining additional information from the provider of service or from a third party but does not include claims under investigation for fraud or abuse or claims under review for medical necessity, as specified in A.R.S. § 36-2904.
CLIENT ASSESSMENT AND TRACKING SYSTEM (CATS)	A component of AHCCCS' data management information system that supports the Arizona Long Term Care System (ALTCS) and that is designed to provide key information to and receive key information from ALTCS Contractors.
CLINICAL BREAST EXAM	A physical examination of the breasts by a health care provider used as a primary diagnostic procedure for early detection of breast cancer.
CLINICAL LABORATORY IMPROVEMENT ACT (CLIA)	A certificate issued on the basis of the laboratory's accreditation by an organization approved by Centers for Medicare and Medicaid (CMS) in accordance with 42 CFR 493.61.
CLINICAL OVERSIGHT	Monitoring the behavioral health services provided by a Behavioral Health Technician (BHT) to ensure that the BHT is providing the behavioral health services according to the health care institution's policies and procedures including: <ol style="list-style-type: none"> 1. Providing ongoing review of a BHTs skills and knowledge related to the provision of behavioral health services. 2. Providing guidance to improve a BHTs skills and knowledge related to the provision of behavioral health services, and 3. Recommending training for a BHT to improve the BHTs skills and knowledge related to the provision of behavioral health services.
CLINICAL RECORD	Refer to the term Medical Record.
CODE OF FEDERAL REGULATIONS (CFR)	The general and permanent rules published in the Federal Register by the departments and agencies of the Federal Government.
COMMERCIAL ORAL SUPPLEMENTAL NUTRITION	Nourishment available without a prescription that serves as sole caloric intake or additional caloric intake.
COMMUNITY RESIDENTIAL SETTING	A residential setting in which individuals with intellectual/developmental disabilities live and are provided with appropriate supervision by the service provider responsible for the operation of the residential setting. Community residential setting includes a child developmental home or an adult developmental home operated or contracted by Division of Developmental Disabilities (DDD) or DDDs contracted vendor or a group home operated or contracted by DDD.

COMMUNITY INTERVENER (CI)	Intercede between the member and the environment, allowing access to information usually gained through vision and hearing, and facilitates learning and the development of skills to lead self-determined lives (e.g., interact with others, express preferences, make choices, solve problems, and develop self-esteem). Community Interveners are extensively trained, unlicensed personnel that shall be employed/contracted by an AHCCCS registered provider and are required to complete a specialized, competency based, training and testing program designed for CIs.
COMMUNITY REINVESTMENT	A strategy that requires the Contractor to reinvest a designated portion of profits into the local community.
COMMUNITY TRANSITION SERVICE PROVIDER	A provider that facilitates the purchase and delivery of the allowable pre-determined goods and services needed to support the member to transition into the community as authorized by the case manager.
COMPANION MEDICARE ADVANTAGE ORGANIZATION (MAO)	A public or private entity organized and licensed or certified by a State as a risk-bearing entity (with the exception of provider sponsored organizations receiving waivers) that is also certified by Centers for Medicare and Medicaid (CMS) as meeting Medicare Advantage program contract requirements and is an Affiliated Organization (companion) of a Contractor.
COMPETENCY	Worker’s demonstrated ability to intentionally, successfully, and efficiently perform the basic requirements of a job multiple times, at or near the required standard of performance.
COMPETENCY DEVELOPMENT	A systematic approach for ensuring that workers are adequately prepared to perform the basic requirements of their jobs. Competency based Work Force Development (WFD).
COMPETENT MEMBER	An individual who is oriented, exhibits evidence of logical thought, and can provide directions as specified in A.A.C. R9-28-508.
COMPETITIVE INTEGRATED EMPLOYMENT	Work that is performed on a full-time or part-time basis for which an individual is compensated at or above minimum wage and comparable to the customary rate paid to individuals without disabilities performing similar duties and with similar training and experience; receiving the same level of benefits provided to other employees without disabilities in similar positions; at a location where the employee interacts with other individuals without disabilities; and presented opportunities for advancement similar to other employees without disabilities in similar positions. Self-employment, in many cases, is also considered Competitive Integrated Employment.
COMPREHENSIVE HEALTH PLAN (CHP)	A Contractor that is responsible for the provision of covered, medically necessary AHCCCS services for foster children in Arizona. Previous to April 1, 2021, CHP was the Comprehensive Medical and Dental Program (CMDP) (A.R.S. § 8-512).

CONCURRENT REVIEW	The process of reviewing an institutional stay at admission and throughout the stay to determine medical necessity for an institutional Level of Care (LOC). Reviewers assess the appropriate use of resources, LOC, and service, according to professionally recognized standards of care. Concurrent review validates the medical necessity for admission and continued stay and evaluates Quality Of Care (QOC).
CONDITION REQUIRING INVESTIGATION	An incident or condition that appears to be dangerous, illegal, or inhumane, including the death of an individual with a Serious Mental Illness (SMI) designation.
CONDITIONAL RELEASE PLAN (CRP)	If the psychiatric security review board finds that the individual still suffers from a mental disease or defect or that the mental disease or defect is in stable remission but the individual is no longer dangerous, the board shall order the individual's conditional release. The individual shall remain under the board's jurisdiction. The board in conjunction with the state mental health facility and behavioral health community providers shall specify the conditions of the individual's release. The board shall continue to monitor and supervise an individual who is released conditionally. Before the conditional release of an individual, a supervised treatment plan shall be in place, including the necessary funding to implement the plan as specified in A.R.S. § 13-3994.
CONSCIENTIOUS OBJECTIONS	Refusal to perform a legal role or responsibility because of moral or other personal beliefs. Involves practitioners providing or not providing certain care or treatment to their patients based on reasons of morality or conscience.
CONTINUING EDUCATION AND ONGOING LEARNING	Activities of professional development intended to enhance relevant knowledge and build skills within a given practice. These activities may involve, but are not limited to, acquiring traditional Continuing Education Units (CEUs).
CONTINUITY OF CARE	The continuous flow of integrated health care services in a timely and appropriate manner. It is the process by which the patient and their health care team are cooperatively involved in ongoing health care management toward the shared goal of high-quality, cost-effective care. For continuity to exist, care must be experienced by the patient as connected and coherent.
CONTINUITY OF OPERATIONS PROGRAMS (COOP)	An effort within the individual executive departments and agencies to ensure that essential functions continue to be performed during a wide range of emergencies.
CONTINUOUS HOME CARE	Services provided during periods of crisis for a minimum of eight hours per 24-hour day (the hours do not have to be continuous) to maintain residence in their own home as specified in 42 CFR 418.204(a). Care shall be predominantly nursing care, provided by a Registered Nurse (RN) or a Licensed Practical Nurse (LPN). Homemaker and home health aide services may also be provided to supplement the care.

CONTINUUM OF CARE	Both a planning process and an application required for funding from U.S. Department of Housing and Urban Development (HUD). The Continuum of Care brings together service providers in a geographic area to plan for providing housing and services for people who are homeless. The Continuum of Care controls funding for programs that target people who are homeless, specifically, Shelter Plus Care (S+C), Supportive Housing Program (SHP), and Section 8 Single Room Occupancy governed by the McKinney-Vento Homeless Assistance Act as amended by the Homeless Emergency Assistance, Rapid Transition to Housing Act (HEARTH Act) as specified in 24 CFR 91, 576, 582, and 583 and administered through by the HUD.
CONTRACT	A written agreement entered into between an individual, an organization, or other entity and the Administration to provide health care services to a member as specified in A.R.S. Title 36, Chapter 29.
CONTRACT EXPIRATION	The ending of the Contract pursuant to its terms without any action by a party to the agreement.
CONTRACT TERMINATION	The cancellation of the Contract, in whole or part (e.g., by Geographical Service Area [GSA]), as a result of an action taken by AHCCCS or the Contractor.
CONTRACT AMENDMENT	A written document signed by the Procurement Officer that is issued for the purpose of making changes in the Contract.
CONTRACT YEAR	For AHCCCS Contractors and Fee-For-Service (FFS) Programs, the contract year runs from October 1 through September 30.
CONTRACTOR	An organization or entity that has a prepaid capitated Contract with AHCCCS pursuant to A.R.S. § 36-2904, A.R.S. § 36- 2940, A.R.S. § 36-2944, or Chapter 34 of A.R.S. Title 36, to provide goods and services to members either directly or through subcontracts with providers, in conformance with contractual requirements and State and Federal law, rule, regulations, and policies.
CONTRACTOR - RECEIVING	The Contractor with which the member will become enrolled as a result of annual enrollment choice, open enrollment, a Contractor change or a change in eligibility.
CONTRACTOR - RELINQUISHING	The Contractor in which the member will be leaving as a result of annual enrollment choice, open enrollment, a Contractor change or a change in eligibility.
CONTROLLED SUBSTANCE	Drugs and other substances that are defined as controlled substances under the Controlled Substance Act (CSA).
CONTROLLED SUBSTANCES PRESCRIPTION MONITORING PROGRAM (CSPMP)	An electronic central repository of all prescriptions dispensed for Controlled Substances Schedules II, III, IV and V in Arizona, which grants access to prescribing clinicians and pharmacists who are mandated to review controlled substances as specified in A.R.S.§ 36-2606. prior to ordering or dispensing medications to individuals.

CONVICTED	A judgment of conviction has been entered by a Federal, State, or local court, regardless of whether an appeal from that judgment is pending.
COORDINATION OF BENEFITS (COB)	The activities involved in determining Medicaid benefits when a member has coverage through an individual, entity, insurance, or program that is liable to pay for health care services.
COPAYMENT LEVELS	Copayment requirements are indicated via a member specific copayment level found in all AHCCCS eligibility verification processes other than Interactive Voice Response (IVR). Every member is assigned a copayment level which reflects whether they are exempt from copayments, subject to non-mandatory (nominal/optional) copayments, or subject to mandatory copayments.
COPAYMENT(S)	A monetary amount that a member pays directly to a provider at the time a covered service is rendered as specified in A.A.C. R9-22-711.
CORPORATE COMPLIANCE OFFICER <i>Revised: 01/22</i>	An individual located in Arizona and who implements and oversees the Contractor’s Compliance Program. The Corporate Compliance Officer shall be a management official, available to all employees, with designated and recognized authority to access records and make independent referrals to the AHCCCS Office of the Inspector General. The Corporate Compliance Officer shall not hold any other position other than the Contract Compliance Officer position. The Corporate Compliance Officer shall be an onsite management official who reports directly to the Contractor’s Chief Executive Officer (CEO) and Board of Directors, if applicable. The Corporate Compliance Officer shall be responsible for developing and implementing policies, procedures and practices designed to ensure compliance with the requirements of the Contract as specified in 42 CFR 438.608.
CORRECTIVE ACTION PLAN (CAP)	A written work plan that identifies the root cause(s) of a deficiency, includes goals and objectives, actions/ tasks to be taken to facilitate an expedient return to compliance, methodologies to be used to accomplish CAP goals and objectives, and staff responsible to carry out the CAP within established timelines. CAPs are generally used to improve performance of the Contractor and/or its providers, to enhance Quality Management/Process Improvement activities and the outcomes of the activities, or to resolve a deficiency.
COST AVOIDANCE	The process of identifying and utilizing all confirmed sources of first or third-party benefits before payment is made by the Contractor.
COUNTY OF FISCAL RESPONSIBILITY	The county of fiscal responsibility is the Arizona county that is responsible for paying the State's funding match for the member’s ALTCS Service Package. The county of physical presence (the county in which the member physically resides) and the county of fiscal responsibility may be the same county or different counties.
COURSE OF CARE	A period of time determined by a healthcare professional for the completion of treatment.

COURT ORDERED EVALUATION (COE)	The evaluation ordered by the court as specified in A.A.C. R9-21-101.
COURT ORDERED TREATMENT (COT)	The treatment ordered by the court as specified in A.A.C. R9-21-101.
COURT-ORDERED ALCOHOL TREATMENT	Detoxification services or treatment provided as specified in A.R.S § 36-2027.
CREDENTIALLED PARENT/FAMILY SUPPORT PROVIDER (CPFSP)	An individual who meets the lived experience and has passed an AHCCCS Office of Individual and Family Affairs (OIFA) approved credentialed training exam.
CREDENTIALLED PARENT/FAMILY SUPPORT PROVIDER (CPFSP) TRAINING PROGRAM	Approved credentialing program in compliance with competencies and requirements put in place by AHCCCS Office of Individual and Family Affairs (OIFA).
CREDIBLE ALLEGATION OF FRAUD	A credible allegation of fraud may be an allegation, which has been verified by the State, from any source, including but not limited to the following: <ol style="list-style-type: none"> 1. Fraud hotline complaints. 2. Claims data mining, and 3. Patterns identified through provider audits, civil false claims cases, and law enforcement investigations. Allegations are considered to be credible when they have indicia of reliability and the State Medicaid agency has reviewed all allegations, facts, and evidence carefully and acts judiciously on a case-by-case basis [42 CFR 455.2].
CRISIS	An acute, unanticipated, or potentially dangerous behavioral health condition, episode, or behavior.
CRISIS PLAN	A written plan established by the member that is designed to prevent or reduce the effects of a behavioral health crisis. This Plan identifies what is or is not helpful in crisis prevention through the identification of contacts and resources, and actions to be taken by the member, family, parents, guardians, friends, or others.
CRISIS SERVICES	Services that are community based, recovery-oriented, and member focused that shall work to stabilize members as quickly as possible so as to assist them in returning to their baseline of functioning.
CRISIS STABILIZATION FACILITY	An inpatient facility or outpatient treatment center licensed as specified in 9 A.A.C. 10 that provides crisis intervention services (stabilization).
CRITICAL SERVICES	Include Attendant Care, Personal Care, Homemaker and Respite care, and is inclusive of, but not limited to, tasks such as bathing, toileting, dressing, feeding, transferring to or from bed or wheelchair, and assistance with similar daily activities.
CHILDREN'S REHABILITATIVE SERVICES (CRS) APPLICATION	A submitted form with additional documentation required by the AHCCCS/Division of Member and Provider Services (DMPS) in order to make a determination whether an AHCCCS member is medically eligible for a CRS Designation.

CHILDREN'S REHABILITATIVE SERVICES (CRS) CONDITION	Any of the covered medical conditions as specified in A.A.C. R9-22-1303 which are referred to as covered conditions as specified in A.R.S. § 36-2912.
CRYOTHERAPY	The destruction of abnormal tissue using an extremely cold temperature.
CONTROLLED SUBSTANCE PRESCRIPTION MONITORING PROGRAM (CSPMP)	An electronic central repository of all prescriptions dispensed for Controlled Substances Schedules II, III, IV and V in Arizona which grants access to prescribing clinicians and pharmacists who are mandated to review controlled substances as specified in A.R.S. § 36-2606. prior to ordering or dispensing medications to individuals.
CREDIBLE ALLEGATION OF FRAUD <i>Revised: 04/22</i>	An allegation, which has been verified by the State, from any source, including but not limited to the following: <ol style="list-style-type: none"> 1. Fraud hotline complaints. 2. Claims data mining, and 3. Patterns identified through provider audits, civil false claims cases, and law enforcement investigations. Allegations are considered to be credible when they have indicia of reliability and the State Medicaid agency has reviewed all allegations, facts, and evidence carefully and acts judiciously on a case-by-case basis [42 CFR 455.2].
CULTURAL COMPETENCY	A set of congruent behaviors, attitudes and policies that come together in a system, agency, or among professionals, which enables that system, agency, or those professionals to work effectively in cross-culture situations. Competence implies having the capacity to function effectively as an individual and an organization within the context of the cultural beliefs, behaviors, and needs presented by consumers and their communities. This includes consideration of health status, national origin, sex, gender, gender identity, sexual orientation, and age.
CULTURE	The integrated pattern of human behavior that includes language, thought, communication, actions, customs, beliefs, values, and institutions of a racial, ethnic, religious, or social group. Culture defines the preferred ways for meeting needs and may be influenced by factors such as geographic location, lifestyle, and age.
CUMULATIVE FINANCIAL REQUIREMENTS	Financial requirements that determine whether or to what extent benefits are provided based on accumulated amounts and included deductibles, and out-of-pocket maximums. Cumulative Financial Requirements do not include aggregate lifetime or Annual Dollar Limits because these two terms are excluded from the meaning of financial requirements.
CURATIVE CARE	Health care practices that treat patients with the intent of curing them, not just reducing their pain or stress. An example is chemotherapy, which seeks to cure cancer patients.

CUSTOMIZED EMPLOYMENT	An individualized approach to employment planning and job development that is based on an individual match between the strengths, conditions, and interests of a job candidate and the identified business needs of an employer. Examples of customized employment include task reassignment and job sharing.
CUSTOMIZED MEDICAL EQUIPMENT	Equipment that has been altered or built to specifications unique to an individual's medical needs and which, most likely, cannot be used or reused to meet the needs of another individual.

D	
DAILY FIRST CONTACT CALL RESOLUTION RATE (DFCCR)	The number of calls received in a 24-hour period for which no follow-up communication or internal phone transfer is needed, divided by the total number of calls received in the 24-hour period.
DAY	A calendar day unless otherwise specified.
DAY – BUSINESS/WORKING	Monday, Tuesday, Wednesday, Thursday, or Friday unless a legal holiday falls on Monday, Tuesday, Wednesday, Thursday, or Friday.
DECERTIFICATION - SERIOUS MENTAL ILLNESS (SMI)	The process that results in the removal of the SMI behavioral health category designation from the individual's record.
DELEGATED AGREEMENT	A type of subcontract agreement with a qualified organization or individual to perform one or more functions required to be performed by the Contractor.
DENIAL	The decision to deny a request made by, or on behalf of, an individual for the authorization and/or payment of a covered service.
DENTAL HOME	The ongoing relationship between the dentist and the member, inclusive of all aspects of oral health care delivered in a comprehensive, continuously accessible, coordinated, and family-centered way. The dental home should be established no later than 12 months of age to help children and their families institute a lifetime of good oral health. A dental home addresses anticipatory guidance and preventive, acute, and comprehensive oral health care and includes referral to dental specialists when appropriate according to the American Academy of Pediatric Dentistry (AAPD).
DENTAL PROVIDER	An individual licensed as specified in A.R.S. Title 32, Chapter 11, whose scope of practice allows the individual to: a. Independently engage in the practice of dentistry as specified in A.R.S. § 32-1202, 2. A dentist as specified in A.R.S. § 32-1201, 3. A dental therapist as specified in A.R.S. § 32-1201, 4. A dental hygienist as specified in A.R.S. § 32-1201, 5. An affiliated practice dental hygienist as specified in A.R.S. § 32-1201.
DEPARTMENT OF CHILD SAFETY(DCS)	The department established as specified in A.R.S. § 8-451 to protect children and to perform the following: <ol style="list-style-type: none"> 1. Investigate reports of abuse and neglect. 2. Assess, promote, and support the safety of a child in a safe and stable family or other appropriate placement in response to allegations of abuse or neglect. 3. Work cooperatively with law enforcement regarding reports that include criminal conduct allegations. 4. Without compromising child safety, coordinate services to achieve and maintain permanency on behalf of the child, strengthen the family and provide prevention, intervention, and treatment services.

DEPARTMENT OF ECONOMIC SECURITY/DIVISION OF DEVELOPMENTAL DISABILITIES (DES/DDD)	The Division of a State agency, as specified in A.R.S. Title 36, Chapter 5.1, which is responsible for serving eligible Arizona residents with an intellectual/developmental disability. AHCCCS contracts with DES/DDD to serve Medicaid eligible individuals with an intellectual/developmental disability.
DEPARTMENT OF ECONOMIC SECURITY/DIVISION OF DEVELOPMENTAL DISABILITIES (DES/DDD) TRIBAL HEALTH PROGRAM	A Fee-For-Service (FFS) program administered by DES/DDD for Title XIX/XXI eligible American Indians which reimburses for physical and behavioral health services provided by any AHCCCS registered provider, and for Title XIX members, that are not provided by or through the Indian Health Services tribal health programs operated under 638. This Program was previously referred to as DDD-AIHP (DDD American Indian Health Plan) or DES-AIHP (DES American Indian Health Plan).
DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT (HUD)	A U.S. government agency created in 1965 to support community development and home ownership. HUD does this by improving affordable home ownership opportunities, increasing safe and affordable rental options, reducing chronic homelessness, fighting housing discrimination by ensuring equal opportunity in the rental and purchase markets, and supporting vulnerable populations.
DESIGNATED RECORD SET (DRS)	A group of records maintained by the provider. The Designated Record Set (DRS) may include the following: <ol style="list-style-type: none"> 1. Medical and billing records maintained by a provider, 2. Case/medical management records, or 3. Any other records used by the provider to make medical decisions about the member.
DESIGNATED REPRESENTATIVE (DR)	An individual parent, guardian, relative, advocate, friend, or other individual, designated orally or in writing by a member or guardian who, upon the request of the member, assists the member in protecting the member's rights and voicing the member's service needs. Refer to A.A.C. R9-22-101.

DEVELOPMENTAL DISABILITY (DD)	<p>A strongly demonstrated potential that a child under six years of age has an intellectual/developmental disability or will become a child with an intellectual/developmental disability, as determined by a test performed as specified in A.R.S. § 36-551 and A.R.S. § 36-694 or by other appropriate tests, or a severe, chronic disability that:</p> <ol style="list-style-type: none"> 1. Is attributable to cognitive disability, cerebral palsy, epilepsy, or autism. 2. Is manifested before age eighteen. 3. Is likely to continue indefinitely. 4. Results in substantial functional limitations in three or more of the following areas of major life activity: <ol style="list-style-type: none"> a. Self-care, b. Receptive and expressive language, c. Learning, d. Mobility, e. Self-direction, f. Capacity for independent living, and g. Economic self-sufficiency. 5. Reflects the need for a combination and sequence of individually planned or coordinated special, interdisciplinary, or generic care, treatment or other services that are of lifelong or extended duration.
DEVELOPMENTAL SCREENING	<p>The administration of a brief standardized tool aiding the identification of children at risk of a developmental disorder. Developmental Screening that targets the area of concern is indicated whenever a problem is identified during Developmental Surveillance.</p>
DEVELOPMENTAL SURVEILLANCE	<p>The process of recognizing children who may be at risk of developmental delays. Developmental Surveillance is a flexible, longitudinal, continuous, and a cumulative process whereby knowledgeable health care professionals identify children who may have developmental problems. There are five components of Developmental Surveillance:</p> <ol style="list-style-type: none"> 1. Eliciting and attending to the parents' concerns about their child's development. 2. Documenting and maintaining a developmental history. 3. Making accurate observations of the child. 4. Identifying the risk and protective factors. 5. Maintaining an accurate record and documenting the process and findings.
DIAGNOSTIC	<p>The determination of the nature or cause of a condition, illness, or injury through the combined use of health history, physical, developmental, psychological examination, laboratory tests, and X-rays, when appropriate.</p>
DIMINISHED SCOPE OF SERVICE	<p>Indicates when a provider has decreased its capacity or eliminated a service previously provided.</p>

DIRECT CARE SERVICES	The services provided by Direct Care Workers DCW are collectively known as Direct Care Services. There are three types of services within ALTCS that are provided by Direct Care Workers (DCWs); these include Attendant Care, Personal Care, and Homemaker services.
DIRECT CARE WORKER (DCW)	An individual who assists an elderly individual or an individual with a disability with activities necessary to allow them to reside in their home. These individuals, also known as Direct Support Professionals, must be employed/contracted by DCW Agencies or, in the case of member-directed options, employed by ALTCS members in order to provide services to ALTCS members.
DIRECT CARE WORKER (DCW) - AGENCY	An agency that registers with AHCCCS as a service provider of Direct Care Services that include Attendant Care, Personal Care, Homemaker or Habilitation. The agency, by registering with AHCCCS, warrants that it has a workforce (employees or contractors) with the abilities, skills, expertise, and capacity to perform services as specified in AHCCCS policy.
DIRECT CARE WORKER (DCW) - TRAINER	Individuals designated by an Approved Program and qualified to conduct training and testing of Direct Care Worker (DCWs).
DIRECT CARE WORKER (DCW) - ONLINE DATABASE	The online database maintains the testing records of Direct Care Workers (DCWs) serving Arizona Long Term Care System (ALTCS) members living in their own homes.
DIRECT SERVICE CLAIMING (DSC)	Claiming for medical services provided by or through a Local Education Agency (LEA) participating in the School Based Claiming Program to Title XIX Medicaid enrolled student beneficiaries that require medical or mental/behavioral health services identified as medically necessary in an Individualized Education Program (IEP), Individualized Family Service Plan (IFSP), 504 Plan, other individualized health or behavioral health plan, or where medical necessity has been otherwise established.
DISCRETIONARY GRANT	A grant, non-competitive grant, or cooperative agreement for which the federal awarding agency generally may select the recipient from among all eligible recipients, may decide to make or not make an award based on the programmatic, technical, or scientific content of an application, and can decide the amount of funding to be awarded.
DISENROLLMENT	The discontinuance of a member's eligibility to receive covered services through a Contractor as specified in 42 CFR 438.56.
DISPENSE	To deliver a controlled substance to an ultimate user by, or pursuant to, the lawful order of, a practitioner, including the prescribing and administering of a controlled substance, as specified in 42 CFR 8.2.

DOMESTIC VIOLENCE (DV)	The relationship between the victim and the perpetrator is one of marriage or former marriage or individuals residing or having resided in the same household. The perpetrator inflicts physical harm, bodily injury, or sexual assault, or inflicting the fear of imminent physical harm, bodily injury, or sexual assault on a family member as specified in A.R.S. § 13-3601, and 25 CFR 11.454.
DRIVING UNDER THE INFLUENCE (DUI)	Driving, operating, or being in control of a vehicle while impaired by alcohol or other drugs (including recreational drugs and those prescribed by physicians), to a level that renders the driver incapable of operating a motor vehicle safely.
DRIVING UNDER THE INFLUENCE (DUI) EDUCATION	A program in which an individual participates in at least 16 hours of classroom instruction relating to alcohol or other drugs.
DRIVING UNDER THE INFLUENCE (DUI) SCREENING	A preliminary interview and assessment of an offender to determine if the offender requires alcohol or other drug education or treatment as specified in A.R.S. § 28-1301.
DRIVING UNDER THE INFLUENCE (DUI) SERVICES	DUI Screening, education, or treatment.
DRIVING UNDER THE INFLUENCE (DUI) TREATMENT	A program consisting of at least 20 hours of participation in a group setting dealing with alcohol or other drugs in addition to the 16 hours of education as specified in A.R.S. § 28-1301.
DRUG DIVERSION	Redirection of prescription drugs for illicit purposes.
DRUG UTILIZATION REVIEW (DUR)	A systematic, ongoing review of the prescribing, dispensing, and use of medications. The purpose is to assure efficacious, clinically appropriate, safe, and cost-effective drug therapy to improve member health status and quality of care.
DUAL ELIGIBLE MEMBER	A member who is eligible for both Medicare and Medicaid. There are two types of Dual Eligible Members: a Qualified Medicare Beneficiary (QMB) Dual Eligible Member (a QMB Plus or a QMB Only), and a Non-QMB Dual Eligible Member (a Special Low-Income Beneficiary [SLMB] Plus or an Other Full Benefit Dual Eligible).
DUAL ELIGIBLE SPECIAL NEEDS PLAN (D-SNP)	A type of health benefits plan offered by a Centers for Medicare and Medicaid Services (CMS) - contracted Medicare Advantage Organization (MAO) that limits its enrollment to those beneficiaries who are entitled to both Medicare (Title XVIII) program covered health benefits and full Medicaid (Title XIX) program covered health benefits.
DUAL MARKETING	Marketing efforts specifically targeting a contractor's member who is eligible for Medicare and Medicaid.

E

<p>EARLY AND PERIODIC SCREENING, DIAGNOSTIC, AND TREATMENT (EPSDT) <i>Revised: 01/22</i></p>	<p>A comprehensive child health program of prevention, treatment, correction, and improvement of physical and behavioral health conditions for members under the age of 21, to ensure the availability and accessibility of health care resources as well as to assist Medicaid recipients in effectively utilizing these resources. EPSDT services provide comprehensive health care through primary prevention, early intervention, diagnosis, medically necessary treatment, and follow-up care of physical and behavioral health conditions for AHCCCS members less than 21 years of age. EPSDT services include screening services, vision services, dental services, hearing services and all other medically necessary mandatory and optional services as specified in Federal Law 42 U.S.C. 1396d(a) to correct or ameliorate defects and physical and behavioral health illnesses and conditions identified in an EPSDT screening whether or not the services are covered under the AHCCCS State Plan. Limitations and exclusions, other than the requirement for medical necessity and cost effectiveness, do not apply to EPSDT services.</p>
<p>EARLY SERIOUS MENTAL ILLNESS (ESMI)</p>	<p>A first onset of serious mental illness which can include a first episode of psychosis and may manifest as symptoms that include problems in perception (such as seeing, hearing, smelling, tasting, or feeling something that is not real), thinking (such as believing in something that is not real even when presented with facts), mood, and social functioning.</p>
<p>ELECTRONIC VISIT VERIFICATION (EVV)</p>	<p>A computer-based system that electronically verifies the occurrence of authorized service visits by electronically documenting the precise time a service delivery visit begins and ends, the individuals receiving and providing a service, and type of service performed.</p>
<p>ELECTRONIC VISIT VERIFICATION (EVV) SYSTEM - ALTERNATE</p>	<p>Any EVV system(s) chosen by a provider as an alternate to the AHCCCS procured system.</p>
<p>ELECTRONIC VISIT VERIFICATION (EVV) – DESIGNEE</p>	<p>An individual who is 12 years of age or older and who is delegated by the member or Health Care Decision Maker (HCDM) the responsibility of verifying service delivery on behalf of the member.</p>
<p>ELECTRONIC VISIT VERIFICATION (EVV) - DIRECT CARE WORKER (DCW)</p>	<p>Refer to the term Direct Care Worker (DCW) - Electronic Visit Verification (EVV).</p>
<p>ELECTRONIC VISIT VERIFICATION (EVV) SYSTEM</p>	<p>The AHCCCS procured system or an AHCCCS approved alternate EVV system.</p>
<p>ELECTRONIC VISIT VERIFICATION (EVV) – VENDOR</p>	<p>The AHCCCS selected State-Wide EVV vendor to comply with the 21st Century Cures Act (Cures Act).</p>
<p>ELIGIBILITY DESIGNATION – SERIOUS MENTAL ILLNESS (SMI)</p>	<p>A determination as to whether or not an individual meets the diagnostic and functional criteria established for the purpose of determining an individual’s eligibility for SMI services.</p>

EMERGENCY	Medical or behavioral health services provided for the treatment of an emergency medical condition. Refer to the term Emergency – Medical Condition.
EMERGENCY - AMBULANCE TRANSPORTATION	Refer to the term Transportation – Emergency.
EMERGENCY - AMBULANCE SERVICES	Emergency ambulance services as specified in 9 A.A.C. 22, Article 2, 9 A.A.C. 25, and in 42 CFR 410.40 and 414.605.
EMERGENCY - CONDITION FOR NON-FES MEMBERS	Refer to the term Emergency Medical Condition.
EMERGENCY - MEDICAL CARE TECHNICIAN (EMCT)	As defined in A.A.C. R9-25-101(18).
EMERGENCY – MEDICAL CONDITION	<p>A medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson who possesses an average knowledge of health and medicine could reasonably expect the absence of immediate medical attention to result in:</p> <ol style="list-style-type: none"> 1. Placing the patient’s health (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy. 2. Serious impairment to bodily functions. 3. Serious dysfunction of any bodily organ or part as specified in 42 CFR 438.114(a), or 4. Serious physical harm to another individual (for behavioral health condition).
EMERGENCY - MEDICAL OR BEHAVIORAL HEALTH CONDITION FOR A FEDERAL EMERGENCY SERVICE (FES) PROGRAM MEMBER	Refer to the term Emergency - Medical Condition.
EMERGENCY - MEDICAL SERVICES	Refer to the term Emergency - Medical Condition.

EMERGENCY - TRANSPORTATION	<p>Ground and air ambulance services that are medically necessary to manage an emergency physical or behavioral health condition and which provide transport to the nearest appropriate facility capable of treating the individual's condition. Emergency transportation is needed when due to a sudden onset of a physical or behavioral health condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that the absence of immediate medical attention could be expected to result in:</p> <ol style="list-style-type: none"> 1. Placing the member's health in serious jeopardy, or 2. Serious impairment of bodily functions, or 3. Serious dysfunction of any bodily organ or part, or 4. Serious physical harm to self or another individual.
EMERGENCY TRIAGE, TREAT, AND TRANSPORT (ET3)	<p>A program designed to allow greater flexibility for ambulance providers registered as provider type 06 to address health care needs following a 9-1-1 call. It permits ambulance providers to transport a member to an Alternative Destination Partner (such as a primary care doctor's office, an urgent care clinic or a community mental health partner), and to initiate and facilitate a members' receipt of medically necessary covered service(s) by a Qualified Health Care Partner at the scene of a 9-1-1 response either in-person on the scene or via telehealth (Treatment in Place).</p>
END-OF-LIFE (EOL) CARE	<p>A concept of care, for the duration of the member's life, that focuses on Advance Care Planning, the relief of stress, pain, or life limiting effects of illness to improve quality of life for a member at any age who is currently or is expected to experience declining health, or is diagnosed with a chronic, complex, or terminal illness.</p>
ENGAGEMENT	<p>Activities designed to establish a trusting relationship, rapport and therapeutic alliance based on personal attributes, including empathy, respect, genuineness, and warmth.</p>
ENROLLEE	<p>A Title XIX/XXI or Non-Title XIX/XXI eligible individual who is enrolled in an AHCCCS program or AHCCCS, as specified in A.R.S. § 36-2901, § 36-2981, § 36-2901.10 and recorded in the AHCCCS Information System.</p>
ENROLLED ENTITY	<p>The entity, which may be a Contractor or AHCCCS FFS provider, with which the member is enrolled for the provision of physical health services.</p>
ENROLLMENT	<p>The process by which an eligible individual becomes a member of a Contractor's plan.</p>
ENROLLMENT TRANSITION INFORMATION (ETI)	<p>Member specific information the Relinquishing Contractor must complete and transmit to the Receiving Contractor or Fee-For-Service (FFS) Program for those members requiring coordination of services as a result of transitioning to another Contractor or FFS Program.</p>

ENTERAL NUTRITION	Liquid nourishment provided directly to the digestive tract of a member who cannot ingest an appropriate number of calories to maintain an acceptable nutritional status. Enteral Nutrition is commonly provided by Jejunostomy Tube (J-Tube), Gastrostomy Tube (G-Tube) or Nasogastric (N/G) Tube.
ESTABLISHED PATIENT	A member who has received professional services from the physician/qualified health care professional or another physician/qualified health care professional of the exact same specialty and subspecialty who belongs to the same group practice, within the past three years.
EVALUATION	The process of analyzing current and past treatment information including assessment, treatment other medical records and documentation for purposes of making a decision as to an individual's eligibility for Serious Mental Illness (SMI) services.
EVALUATION AGENCY	A health care agency licensed by the Arizona Department of Health Services (ADHS) that has been approved as pursuant in A.R.S. § 36-501 Chapter 5 Title 36, providing those services required of such agency.
EVALUATION - SERIOUS MENTAL ILLNESS (SMI)	The process of analyzing current and past treatment information including assessment, treatment other medical records and documentation for purposes of making a determination as to an individual's serious mental illness eligibility.
EVALUATION - VOLUNTARY	An inpatient or outpatient professional multidisciplinary service based on analysis of data describing the individual's identity, biography and medical, psychological, and social conditions that is provided after a determination that an individual willingly agrees to consent to receive the service and is unlikely to present a danger to self or others until the service is completed. A voluntary evaluation is invoked after the filing of a pre-petition screening but before the filing of a court ordered evaluation and requires the informed consent of the individual. Additionally, the individual must be able to manifest capacity to give informed consent.
EVIDENCE BASED PRACTICES AND PROGRAMS (EBPPS)	An intervention that is recognized as effective in treating a specific health-related condition based on scientific research; the skill and judgement of health care professionals; and the unique needs, concerns, and preferences of the individual receiving services.
EVIDENCE-BASED MEDICINE	The judicious use of the best scientific evidence including clinical expertise and member values when making decisions about healthcare. The scientific evidence is limited to peer-reviewed articles in medical journals published in the United States.
EVIDENCE-BASED PRACTICE	An intervention that is recognized as effective in treating a specific health-related condition based on scientific research; the skill and judgment of health care professionals; and the unique needs, concerns and preferences of the individual receiving services.

EXCLUDED	Services not covered under the State Plan or the Section 1115 Demonstration Waiver, including but not limited to, services that are above a prescribed limit, experimental services, or services that are not medically necessary.
EXCLUSIVE PHARMACY	Individual pharmacy, which is chosen by the member or assigned by the Contractor to provide all medically necessary federally reimbursable pharmaceuticals to the member.
EXPERIMENTAL SERVICES	A service which is not generally and widely accepted as a standard of care in the practice of medicine in the United States and is not a safe and effective treatment for the condition for which it is intended or used as specified in A.A.C. R9-22-203.
EXPLOITATION (OF A VULNERABLE ADULT)	The illegal or improper use of a vulnerable adult or their resources for another's profit or advantage as specified in A.R.S. § 46-451(A)(5).
EXTERNAL QUALITY REVIEW (EQR)	The analysis and evaluation by an External Quality Review Organization (EQRO), of aggregated information on quality, timeliness, and access to the health care services that a Contractor or their contractors furnish to Medicaid members as specified in 42 CFR 438.320.
EXTERNAL QUALITY REVIEW ORGANIZATION (EQRO)	An organization that meets the competence and independence requirements as specified in 42 CFR 438.354, performs External Quality Review (EQR) and other EQR-related activities as specified in 42 CFR 438.358, or 42 CFR 438.320.

F	
FAMILY CONTINUITY	A situation where the member's household includes individuals who are also members as reflected in the eligibility case file.
FAMILY MEMBER - ADULT SYSTEM	An individual who has lived experience as a primary natural support for an adult with emotional, behavioral health and/or Substance Use Disorders (SUD).
FAMILY MEMBER - CHILDREN'S SYSTEM	A parent or primary caregiver with lived experience who has raised or is currently raising a child with emotional, behavioral health and/or Substance Use Disorders (SUD).
FAMILY OR FAMILY MEMBER	A biological, adoptive, or custodial mother or father of a child, or an individual who has been appointed as a legal guardian or custodian of a child by a court of competent jurisdiction, or other member representative responsible for making health care decisions on behalf of the member. Family members may encompass family of choice for adult members, which includes informal supports.
FAMILY PLANNING PROVIDER	Individuals who are involved in providing family planning services to individuals and may include physicians, physician assistants, nurse practitioners, nurse midwives, midwives, nursing staff and health educators.
FAMILY PLANNING SERVICES AND SUPPLIES	The provision of accurate information, counseling, and discussion with a health care provider to allow members to make informed decisions about the specific family planning methods available that align with the member's lifestyle and provision of indicated supplies.
FAMILY-CENTERED	Care that recognizes and respects the pivotal role of the family in the lives of members. It supports families in their natural care-giving roles, promotes normal patterns of living, and ensures family collaboration and choice in the provision of services to the member. When appropriate the member directs the involvement of the family to ensure person-centered care.
FAMILY-RUN ORGANIZATION	<p>Family-Operated Services that are:</p> <ol style="list-style-type: none"> 1. Independent and autonomous - Governed by a board of directors of which 51 percent or more are family members who: <ol style="list-style-type: none"> a. Have or had primary responsibility for the raising of a child, youth, adolescent or young adult with an emotional, behavioral, mental health or substance use need, or b. Have lived experience as a primary natural support for an adult with emotional, behavioral, mental health or substance use need, or c. An adult who had lived experience of being a child with emotional, behavioral, mental health or substance use needs. 2. Employs credentialed parent/family support providers whose primary responsibility is to provide parent/family support.

FEDERAL EMERGENCY SERVICES (FES)	A program specified in A.A.C. R9-22-217, to treat an emergency condition for a member who is determined eligible as specified in A.R.S. § 36-2903.03(D).
FEDERAL EMERGENCY SERVICES (FES) PROGRAM MEMBER	An eligible individual enrolled in the FES Program through AHCCCS
FEDERAL SUPPLY SCHEDULE (FSS)	The collection of multiple award contracts used by Federal agencies, U.S. territories, Indian tribes, and other specified entities to purchase supplies and services from outside vendors. FSS prices for the pharmaceutical schedule are negotiated by the Veterans Affairs (VA) and are based on the prices that manufacturers charge their “most-favored” non-Federal customers under comparable terms and conditions.
FEDERALLY QUALIFIED HEALTH CENTER (FQHC)	A public or private non-profit healthcare organization that has been identified by the Health Resources and services Administration (HRSA) and certified by Centers for Medicare and Medicaid Services (CMS) as meeting criteria as specified in Sections 1861(a)(4) and 1905(l)(2)(B) of the Social Security Act.
FEDERALLY QUALIFIED HEALTH CENTER (FQHC) LOOK-ALIKE	A public or private non-profit healthcare organization that has been identified by the Health Resources and services Administration (HRSA) and certified by Centers for Medicare and Medicaid Services (CMS) as meeting the definition of “health center” as specified in Section 330 of the Public Health Service Act but does not receive grant funding under Section 330.
FEE-FOR-SERVICE (FFS)	A method of payment to an AHCCCS registered provider on an amount-per-service basis for services reimbursed directly by AHCCCS for members not enrolled with a managed care Contractor.
FEE-FOR-SERVICE - MEMBER	A Title XIX or Title XXI eligible individual who is not enrolled with an AHCCCS Contractor.
FEE FOR SERVICE (FFS) - PROVIDER	Any AHCCCS registered provider who provides services to FFS members.
FIELD CLINIC	A single specialty health care providers who travel to health care delivery settings closer to members and their families than the Multi-Specialty Interdisciplinary Clinics (MSICs) to provide a specific set of services including evaluation, monitoring, and treatment for CRS-related conditions on a periodic basis.
FINANCIAL SPONSOR	Any monies or in-kind contributions provided to an organization other than attendance fees or table fees, to help offset the cost of an event.
FIRST EPISODE PSYCHOSIS (FEP) PROGRAM	A treatment modality that entails a set of Evidence Based Practices geared towards treating individuals, typically between the ages of 15 and 25, who have experienced a First Episode of Psychosis (FEP) within the past two years or are identified as being at risk of psychosis based on early symptom identification.
FISCAL AGENT	A Contractor that processes or pays vendor claims on behalf of the Medicaid agency as specified in 42 CFR 455.101.

FISCAL AND EMPLOYER AGENT (FEA)	The entity(ies) providing fiscal management services to members.
FOOD AND DRUG ADMINISTRATION (FDA)	A federal agency of the United States Department of Health and Human which is responsible for protecting the public health by ensuring the safety, efficacy, and security of human and veterinary drugs, biological products, and medical devices; and by ensuring the safety of our nation’s food supply, cosmetics and products that emit radiation.
FORMULA GRANT	Allocations of federal funding to states, territories, or local units of government determined by distribution formulas in the authorizing legislation and regulations. To receive a formula grant, the entity shall meet all the eligibility criteria for the program, which are pre-determined and not open to discretionary funding decisions.
FOSTER CAREGIVER	The caregiver providing consent for a child in the Arizona Department of Child Safety system (DCS), including a DCS case manager, a foster parent, kinship caregiver, group home staff member, foster home staff member, relative or other individual or agency in whose care the child is currently placed pursuant to A.R.S. § 8-514.05.
FOUNDATION FOR THE ACCREDITATION OF CELLULAR THERAPY (FACT)	A non-profit corporation co-founded by the International Society for Cellular Therapy (ISCT) and the American Society of Blood and Marrow Transplantation (ASBMT) for the purposes of voluntary inspection and accreditation in the field of cellular therapy.
FEDERALLY QUALIFIED HEALTH CENTERS (FQHC)/RURAL HEALTH CLINIC (RHC) SERVICES	The services of specific licensed professionals, services provided incident to those professional services, and any other ambulatory services offered by the FQHC/RHC that are otherwise included in the State Medicaid Plan.
FEDERALLY QUALIFIED HEALTH CENTERS (FQHC)/RURAL HEALTH CLINIC (RHC) VISIT	<p>A face-to-face encounter with a licensed AHCCCS registered practitioner during which an AHCCCS-covered ambulatory service is provided when that service is not incident to another service. Multiple encounters with more than one practitioner within the same discipline (i.e., dental, physical, behavioral health) or with the same practitioner and which take place on the same day and at a single location, constitute a single visit unless the patient, subsequent to the first encounter, suffers illness or injury requiring additional diagnosis or treatment. In this circumstance, the subsequent encounter is considered a separate visit. A service which is provided incident to another service, whether or not on the same day or at the same location, is considered to be part of the visit and is not reimbursed separately.</p> <p>Services “incident to” a visit means: (a) Services and supplies that are an integral, though incidental, part of the physician’s or practitioner’s professional service (examples: medical supplies; venipuncture; assistance by auxiliary personnel such as a nurse or medical assistant); or (b) Diagnostic or therapeutic ancillary services provided on an outpatient basis as an adjunct to basic medical or surgical services (examples: x-ray; medication; laboratory test).</p>

FIRST EPISODE PSYCHOSIS (FEP) PROGRAM	A program focused on the early identification and provision of evidence based treatment and support services to individuals, who have experienced a first episode of psychosis (FEP) within the past two years. Evidence-based FEP programs have been shown to improve symptoms, reduce relapse, and lead to better outcomes. A commonly used evidenced based model is Coordinated Specialty Care, which is a recovery-based approach that uses shared decision making and offers case management, psychotherapy, medication management, family education and support, and supported education or employment.
FORMULA GRANT	Allocations of federal funding to states, territories, or local units of government determined by distribution formulas in the authorizing legislation and regulations. To receive a formula grant, the entity shall meet all the eligibility criteria for the program, which are pre-determined and not open to discretionary funding decisions.
FRAUD	An intentional deception or misrepresentation made by an individual with the knowledge that the deception could result in some unauthorized benefit to themselves or some other individual. It includes any act that constitutes fraud under applicable State or Federal law [42 CFR 455.2].
FREEDOM OF CHOICE	The opportunity given to each member who does not specify a Contractor preference at the time of enrollment to choose between the Contractors available within the Geographic Service Area (GSA) in which the member is enrolled.
FREE STANDING BIRTHING CENTERS	Out-of-hospital, outpatient obstetrical facilities, licensed by the Arizona Department of Health Services (ADHS) and certified by the Commission for the Accreditation of Free Standing Birthing Centers. These facilities are staffed by registered nurses and maternity care providers to assist with labor and delivery services and are equipped to manage uncomplicated, low-risk labor and delivery. These facilities shall be affiliated with, and in close proximity to, an acute care hospital for the management of complications, should they arise.
FULL BENEFIT DUAL ELIGIBLE MEMBER (FBDE)	An individual who is enrolled with an AHCCCS Contractor for full Medicaid services and is also a Medicare beneficiary receiving Medicare Part A and Part B services. A Full Benefit Dual Eligible Member does not include those individuals who are enrolled with AHCCCS in the following population categories only through a Medicare Savings Program (and receive from AHCCCS only Medicare cost sharing assistance): Qualified Medicare Beneficiary only (QMB only), Specified Low-income Medicare Beneficiary only (SLMB only) or Qualified Individual-1 (QI-1).

G

GAP IN CRITICAL SERVICES	The difference between the number of hours of critical services scheduled in each member’s Service Plan and the hours of the scheduled type of critical services that are actually delivered to the member.
GENERAL CONSENT	A one-time agreement to receive certain behavioral or physical health services that shall be obtained from a member or the member’s Health Care Decision Maker (HCDM) prior to the provision of any physical or behavioral health services. General Consent is usually obtained during the intake process at the initial appointment.
GENERAL FUND	The primary fund of a government that is used to record all assets and liabilities not assigned to a fund used for some specific purpose. AHCCCS receives specific appropriations of the General Fund for Non-Title XIX/XXI behavioral health services from the Arizona State Legislature.
GENERAL MENTAL HEALTH (GMH)	A behavioral health category assignment for members who are over the age of 18, are not designated as Serious Mental Illness (SMI), and do not have only a qualifying Substance Use Disorder (SUD).
GENERAL MENTAL HEALTH/SUBSTANCE USE (GMH/SU)	Behavioral health services provided to adult members age 18 and older who have not been determined to have a Serious Mental Illness (SMI).
GENERIC DRUG	A drug that contains the same active ingredient(s) as a brand name drug and the Food and Drug Administration (FDA) has approved it to be manufactured and marketed after the brand name drugs patent expires. Generic drug substitution shall be completed in accordance with Arizona State Board of Pharmacy rules and regulations.
GENETIC TESTING	Genetic testing is the sequencing of human Deoxyribonucleic Acid (DNA) obtained from of a small sample of body fluid or tissue in order to discover genetic differences, anomalies, or mutations.
GEOGRAPHIC SERVICE AREA (GSA)	An area designated by AHCCCS within which a Contractor of record provides, directly or through subcontract, covered health care services to a member enrolled with that Contractor of record, as specified in 9 A.A.C. 22, Article 1 and 9 A.A.C. 28, Article 1.
GLOBAL OBSTETRICAL (OB) PACKAGE	Includes all OB visits prior to delivery, the delivery, postpartum visits, and all services associated with admission to and discharge from a hospital.
GRANT	A sum of money given by an organization or government for a particular purpose. Specific criteria must be followed to ensure funding.
GRATUITY	A payment, loan, subscription, advance, deposit of money, services, or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value is received.
GRIEVANCE	A member’s expression of dissatisfaction with any matter, other than an adverse benefit determination.

<p>GRIEVANCE OR REQUEST FOR INVESTIGATION - SERIOUS MENTAL ILLNESS (SMI)</p>	<p>A complaint that is filed by an individual with a Serious Mental Illness (SMI) designation or other concerned individual alleging a violation of an SMI member’s rights or a condition requiring an investigation.</p>
<p>GRIEVANCE AND APPEAL SYSTEM</p>	<p>A system that includes a process for member grievances and appeals including, Serious Mental Illness (SMI) grievances and appeals, provider claim disputes. The Grievance and Appeal system provides access to the State fair hearing process.</p>
<p>GROUP HOME <i>Revised: 10/21</i></p>	<p>A community residential setting for not more than six individuals with intellectual/developmental disabilities that provides room and board and daily rehabilitation and other assessed medically necessary services and supports to meet the needs of each individual as specified in A.R.S. § 36-551.</p>
<p>GROUP SUPPORTED EMPLOYMENT (GSE)</p>	<p>A service that provides a group of members with on-site supervision and support in an integrated paid work environment within the community.</p>
<p>GUEST DOSING</p>	<p>A mechanism for patients who are not eligible for take-home medication to travel from their home clinic for business, pleasure, or family emergencies and which also provides an option for patients who need to travel for a period of time that exceeds the amount of eligible take-home doses.</p>

H

HABILITATION	The process by which an individual is assisted to acquire and maintain those life skills that enable the individual to cope more effectively with personal and environmental demands and to raise the level of the individual’s physical, mental, and social efficiency as specified in A.R.S. § 36-551 (18).
HEALTH AND SAFETY CONDITION	A situation in which a member receiving an AHCCCS covered service has suffered or is likely to suffer injury, harm, impairment, or death as a result of a Fee-For-Service (FFS) Provider’s noncompliance with their AHCCCS Provider Participation Agreement (PPA).
HEALTH CARE ACQUIRED CONDITION (HCAC)	A Hospital Acquired Condition (HAC) which occurs in any inpatient hospital setting and is not present on admission (Refer to the current Centers for Medicare and Medicaid Services (CMS) list of Hospital-Acquired Conditions.)
HEALTH CARE DECISION MAKER (HCDM)	An individual who is authorized to make health care treatment decisions for the patient. As applicable to the situation, this may include a parent of an unemancipated minor or an individual lawfully authorized to make health care treatment decisions as specified in A.R.S. §§ Title 14, Chapter 5, Article 2 or 3; or A.R.S. §§ 8-514.05, 36-3221, 36-3231 or 36-3281.
HEALTH CARE DELIVERY SYSTEM	The Health Care Delivery System refers to the structure and organization of covered services and Benefit Packages available to Contractor’s members. Delivery systems can be fully integrated (all covered services administered by a single Contractor) or partially integrated (Members enrolled with a Contractor may receive covered services by multiple Contractors and/or via Fee-For-Service (FFS) arrangements).
HEALTH CARE POWER OF ATTORNEY	A written document that designates an individual who is allowed to make health care decisions for someone. The document shall specify if there are any health care decisions the Power of Attorney is not allowed to make, otherwise it is assumed all decisions are permissible. The document shall include the name and signature of the individual and the name of the Power of Attorney. It shall be dated and explain whether it is in operation always, or only if the individual is incapacitated as specified in A.R.S. §§ 8-514.05, 36-3221 and Mental Health Care Power of Attorney as specified in A.R.S. §§ 8-514.05, 36-3281. Examples of forms for a durable power of attorney can be found on the Arizona Attorney General’s website.
HEALTH CARE PROFESSIONAL	A physician, podiatrist, optometrist, chiropractor, psychologist, dentist, physician assistant, physical or occupational therapist, therapist assistant, speech language pathologist, audiologist, registered or practical nurse (including nurse practitioner, clinical nurse specialist, certified registered nurse anesthetist and certified nurse midwife), licensed social worker, registered respiratory therapist, licensed marriage and family therapist and licensed professional counselor.

<p>HEALTH CARE SERVICE <i>Revised: 04/22</i></p>	<p>A Medicaid service provided by a Contractor under contract with the State Medicaid agency in any setting, including but not limited to physical and behavioral health care, and long-term services and supports as specified in 42 CFR 438.320.</p>
<p>HEALTH CARE ACQUIRED CONDITION (HCAC)</p>	<p>A condition which occurs in any inpatient hospital setting and is not present on admission. (Refer to the current Centers for Medicare and Medicaid Services (CMS) list of Hospital Acquired Conditions).</p>
<p>HEALTH HOME</p>	<p>A provider that either provides or coordinates and monitors the provision of all primary, physical health, behavioral health and services and supports to treat the whole person. A Health Home can be an Outpatient Behavioral Health Clinic, a Federally Qualified Health Center (FQHC) or an Integrated Care Provider. Members may or may not be formally assigned to a health home.</p>
<p>HEALTH INFORMATION EXCHANGE (HIE)</p>	<p>The secure sharing of patient health information among authorized providers. It is a process or action that can be facilitated by an HIO. Health information exchange can also include the secure sharing of patient health information directly between providers (Healthcare Information and Management System Society).</p>
<p>HEALTH INFORMATION ORGANIZATION (HIO)</p>	<p>An entity that facilitates the secure exchange of electronic patient health information between participating providers (Healthcare Information and Management System Society).</p>
<p>HEALTH INFORMATION TECHNOLOGY FOR ECONOMIC AND CLINICAL HEALTH ACT (HITECH)</p>	<p>Enacted as part of the American Recovery and Reinvestment Act of 2009, was signed into law on February 17, 2009, to promote the adoption and meaningful use of health information technology. Subtitle D of the HITECH Act addresses the privacy and security concerns associated with the electronic transmission of health information, in part, through several provisions that strengthen the civil and criminal enforcement of the Health Insurance Portability and Accountability Act (HIPAA) rules.</p>
<p>HEALTH INFORMATION SYSTEM</p>	<p>A primary data system that collects, analyzes, integrates, and reports data to achieve the objectives outlined as specified in 42 CFR Part 438. Data system composed of the resources, technology, and methods required to optimize the acquisition, storage, retrieval, analysis and use of data. The systems shall provide information on areas including, but not limited to, utilization, claims, grievances and appeals, and disenrollment's for other than loss of Medicaid eligibility as specified in 42 CFR 438.242.</p>
<p>HEALTH INSURANCE</p>	<p>Coverage against expenses incurred through illness or injury of the individual whose life or physical well-being is the subject of coverage.</p>
<p>HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)</p>	<p>Also known as the Kennedy-Kassebaum Act, signed August 21, 1996, as amended, and as reflected in the implementing regulations as specified in 45 CFR Parts 160, 162, and 164.</p>

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA) - PRIVACY RULE	The Rule establishes national standards to protect individuals' medical records and other individual health information and applies to health plans, health care clearinghouses, and those health care providers that conduct certain health care transactions electronically. The Rule requires appropriate safeguards to protect the privacy of individual health information and sets limits and conditions on the uses and disclosures that may be made of such information without patient authorization. The Rule also gives patients' rights over their health information, including rights to examine and obtain a copy of their health records, and to request corrections.
HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA) - SECURITY RULE	Established national standards to protect individuals' electronic personal health information that is created, received, used, or maintained by a covered entity. The Security Rule requires appropriate administrative, physical, and technical safeguards to ensure the confidentiality, integrity, and security of electronic protected health information.
HEALTH PLAN	Refer to the term Contractor.
HEALTH-E-ARIZONA PLUS (HEAPLUS)	A system through which to apply for AHCCCS Health Insurance, KidsCare, Nutrition Assistance and Cash Assistance benefits and to connect to the Federal Insurance Marketplace.
HIGH-RISK PREGNANCY	Refers to a condition in which the mother, fetus, or newborn is, or is anticipated to be, at increased risk for morbidity or mortality before or after delivery. High-risk is determined through the use of the Medical Insurance Company of Arizona (MICA) or American College of Obstetricians and Gynecologists (ACOG) standardized medical risk assessment tools.
HOME	A residential dwelling that is owned, rented, leased, or occupied by a member, at no cost to the member, including a house, a mobile home, an apartment, or other similar shelter. A home is not a facility, a setting, or an institution, or a portion of any of these that is licensed or certified by a regulatory agency of the state as a: <ol style="list-style-type: none"> 1. Health care institution as specified in A.R.S. § 36-401. 2. Residential care institution as specified in A.R.S. § 36-401. 3. Community residential setting as specified in A.R.S. § 36-551, or 4. Behavioral health facility as specified in 9 A.A.C. 20, Articles 1, 4, 5, and 6.
HOME – ALTCS	A residential dwelling that is owned, rented, leased, or occupied at no cost to the member, including a house, a mobile home, an apartment, or other similar shelter. A home is not a facility, a setting or an institution, or a portion of any of these, licensed or certified by a regulatory agency of the State as specified in A.A.C. R9-28-101.
HOME AND COMMUNITY BASED SERVICES (HCBS)	Home and community-based services, as specified in A.R.S. § 36-2931 and A.R.S. § 36-2939.

HOME DELIVERED MEAL	A service that provides a nutritious meal containing at least one-third of the Federal recommended daily allowance for the member, delivered to the member's own home.
HOME HEALTH AGENCY (HHA)	A public or private agency or organization, or part of an agency or organization, which is licensed by the state, that meets requirements for participation in Medicare, including the capitalization requirements as specified in 42 CFR 489.28 [42 CFR 440.70].
HOME HEALTH SERVICE	Nursing services, home health aide services, therapy services, and medical supplies, equipment, and appliances as specified in 42 CFR 440.70 when provided to a member at his place of residence and on his or her physician's orders, or beginning March 1, 2020, ordered by the member's nurse practitioner, physician assistant, or clinical nurse specialist, as a part of the plan of care and is reviewed by the practitioner annually as part of a written plan of care as specified in 42 CFR 440.70.
HOMELESS	<p>An individual is considered homeless only when they reside in one of the places described below:</p> <ol style="list-style-type: none"> 1. A places not meant for human habitation, such as cars, parks, sidewalks, abandoned buildings (on the street). 2. In an emergency shelter. 3. In transitional or supportive housing for homeless individuals who originally came from the streets or emergency shelters. 4. In any of the above places but is spending a short time (up to 30 consecutive days) in a hospital or other institution. 5. Is being evicted within a week from a private dwelling unit and no subsequent residence has been identified and lacks resources and support networks needed to obtain housing. 6. Is being discharged within a week from an institution, such as a mental health or substance abuse treatment facility or a jail/prison, in which the individual has been a resident for more than 30 consecutive days and no subsequent residence has been identified and the individual lacks the resources and support networks needed to obtain housing for example: <ol style="list-style-type: none"> a. An individual being discharged from prison after more than 30 days is eligible ONLY IF no subsequent residence has been identified and the individual does not have money, family, or friends to provide housing, b. Is fleeing a domestic violence housing situation and no subsequent residence has been identified and lacks the resources and support networks needed to obtain housing.
HOSPICE SERVICE	Palliative and support care for members who are certified by a physician as being terminally ill and having six months or less to live.

HOSPITALIZATION	Admission to, or period of stay in, a health care institution that is licensed as a hospital as specified in A.A.C. R9-22-101.
HOUSING APPLICATION	A written authorization from the Contractor or a provider to the AHCCCS Housing Administrator verifying that an individual is eligible for AHCCCS Housing Program (AHP) services and may be considered for AHP subsidies and programs. Form and format of housing applications shall be determined by the AHCCCS Housing Administrator.
HOUSING FIRST	A Housing approach that works to quickly and successfully to connect individuals and families experiencing homelessness to permanent housing without preconditions and barriers to entry, such as sobriety, treatment, or service participation requirements. Supportive services are offered to maximize housing stability and prevent returns to homelessness as opposed to addressing predetermined treatment goals prior to permanent housing entry.
HOUSING AND URBAN DEVELOPMENT (HUD) HOUSING CHOICE VOUCHER PROGRAM	The federal government's major program for assisting very low-income families, the elderly, and the disabled to afford decent, safe, and sanitary housing in the private market. Individuals free to choose any housing that meets the requirements of the program and is not limited to units located in subsidized housing projects. Housing choice vouchers are administered locally by Public Housing Agencies (PHAs). The PHAs receive federal funds from the U.S. Department of Housing and Urban Development (HUD) to administer the voucher program.
HUMAN IMMUNODEFICIENCY VIRUSES (HIV)	A Sexually Transmitted Infection (STI) that damages white blood cells that are very important in helping the body fight infection and disease. HIV is also commonly transmitted through direct contact with certain bodily fluids (e.g., sharing syringes for intravenous substance use) such as blood, semen, rectal fluids and vaginal fluids, and breast milk.
HUMAN IMMUNODEFICIENCY VIRUS (HIV) EARLY INTERVENTION SERVICES	Appropriate pretest counseling, testing for HIV, including tests to confirm the presence of HIV, to diagnose the extent of the deficiency in the immune system, and to provide information on appropriate therapeutic measures for preventing and treating the deterioration of the immune system, and for preventing and treating conditions arising from the disease. Appropriate post-test counseling and Therapeutic measures will also be provided (42 USC § 300x-24(b)(7)).
HUMAN PAPILLOMAVIRUS (HPV)	A sexually transmitted infection for which a series of immunizations are available for both males and females.
HYSTERECTOMY	A medical procedure or operation for the purpose of removing the uterus as specified in 42 CFR 441.251.
HYSTEOSALPINGOGRAM	An X-ray procedure used to confirm sterility (occlusion of the fallopian tubes).

ILLEGAL	An incident or occurrence that is or was likely to constitute a violation of a state or federal statute, regulation, court decision or other law.
IMMEDIATE JEOPARDY	A situation in which the provider's noncompliance with one or more requirements of participation has caused, or is likely to cause, serious injury, harm, impairment, or death to a member.
IMMUNIZATION	The administration of a vaccine to promote the development of immunity or resistance to an infectious disease.
INCIDENT, ACCIDENT, OR DEATH (IAD)	A report entered into the AHCCCS Quality Management (QM) Portal by a provider to document an occurrence that caused harm or may have caused harm to a member and or to report the death of a member.
INCIDENT OF SECLUSION AND/OR RESTRAINT	An incident of seclusion and/or restraint: <ol style="list-style-type: none"> 1. Begins at the time a behavior necessitating seclusion or restraint begins, and 2. Ends when the behavior has resolved for more than ten minutes. All interventions used during each incident should be documented in a single individual report including all required components of each type of intervention used to manage the behavior.
INCURRED BUT NOT REPORTED (IBNR)	Liability for services rendered for which claims have not been received.
INDEPENDENT COMMUNITY HOUSING	A setting where an individual can live either alone or with a roommate in a home or apartment without ongoing daily supervision from behavioral health providers. Options include the Housing and Urban Development (HUD) Section 8 programs through local Public Housing Authorities to provide: <ol style="list-style-type: none"> 1. Low-income subsidized housing through local non-profit organizations. 2. Supportive Housing Programs funded with federal grants and administered by RBHA contracted housing providers. 3. State subsidized rental units, and 4. Permanent Houses and apartments purchased with state funding.
INDEPENDENT OVERSIGHT COMMITTEE (IOC)	A committee established by state statute to provide independent oversight and to ensure the rights of behavioral health members are protected. There is one Independent Oversight Committee established for each region as well as the Arizona State Hospital (AzSH), with each committee providing independent oversight and review within its respective jurisdiction as defined in A.R.S. §§ 41-3803 and 41-3804, and A.A.C. R9-21-105.
INDIAN HEALTH SERVICE (IHS)	The operating division within the U.S. Department of Health and Human Services, responsible for providing medical and public health services to members of federally recognized Tribes and Alaska Natives as specified in 25 U.S.C. 1661.

<p>INDIRECT OWNERSHIP INTEREST <i>Revised: 10/21</i></p>	<p>An ownership interest in an entity that has an ownership interest in the disclosing entity. This term includes an ownership interest in any entity that has an indirect ownership interest in the disclosing entity as specified in 42 CFR 455.101.</p>
<p>INDIVIDUAL RECOVERY PLAN (FORMERLY KNOWN AS THE INDIVIDUAL SERVICE PLAN)</p>	<p>Refer to the term Service Plan.</p>
<p>INDIVIDUAL WITH AN INTELLECTUAL/DEVELOPMENTAL DISABILITY</p>	<p>An individual who meets the Arizona definition as specified in A.R.S. § 36-551 and is determined eligible for services through the Department of Economic Security (DES) Division of Developmental Disabilities (DDD). Services for AHCCCS enrolled acute and long term care members with intellectual/developmental disabilities are managed through the Department of Economic Security Division of Developmental Disabilities(DES/DDD).</p>
<p>INDIVIDUALIZED EDUCATION PLAN (IEP)</p>	<p>A formal written document developed and implemented for the purposes of providing special education and related services to a child with a disability who is determined eligible under the Individuals with Disabilities Education Act (IDEA), Part B.</p>
<p>INDIVIDUALIZED FAMILY SERVICE PLAN (IFSP)</p>	<p>A formal written document developed and implemented for the purposes of obtaining special education services for eligible children from birth to three years of age.</p>
<p>INDIVIDUALIZED SERVICE PLAN (ISP)</p>	<p>A comprehensive written description of all covered health services and other informal supports which includes individualized goals, family support services, care coordination activities and strategies to assist the member in achieving an improved quality of life. The ISP is created and managed by the Child and Family Team (CFT). It is a dynamic document that is regularly updated to adequately match the strengths and needs of the member and family.</p>
<p>INDIVIDUALS WITH DISABILITIES EDUCATION ACT (IDEA)</p>	<p>Established in Part B of the IDEA, ensures that children with special education needs receive a free and appropriate public education.</p>
<p>INFORMAL SUPPORT</p>	<p>Non-billable services provided to a member by a family member, friend, or volunteer to assist or perform functions such as, but not limited to:</p> <ol style="list-style-type: none"> 1. Housekeeping, 2. Personal care, 3. Food preparation, 4. Shopping, 5. Pet care, or 6. Non-medical comfort measures.

INFORMATION SYSTEM	The component of the Contractor’s organization which supports the Information Systems, whether the systems themselves are internal to the organization (full spectrum of systems staffing), or externally contracted (internal oversight and support).
INFORMED CONSENT	An agreement to receive physical or behavioral health services following the presentation of facts necessary to form the basis of an intelligent consent by the member or the member’s Health Care Decision Maker (HCDM) with no minimization of known dangers of any procedures.
INHUMANE	An incident, condition, or occurrence that is demeaning to an individual with a Serious Mental Illness (SMI) designation or which is inconsistent with the proper regard for the right of the individual to humane treatment.
INSTITUTION	An establishment that furnishes (in single or multiple facilities) food, shelter, and some treatment or services to four or more individuals unrelated to the proprietor.
INSTITUTION FOR MENTAL DISEASE (IMD)	A hospital, nursing facility, or other institution of more than 16 beds that is primarily engaged in providing diagnosis, treatment, or care of individuals with mental diseases (including substance use disorders), including medical attention, nursing care and related services. Whether an institution is an institution for mental diseases is determined by its overall character as that of a facility established and maintained primarily for the care and treatment of individuals with mental diseases, whether or not it is licensed as such. An institution for Individuals with Intellectual Disabilities is not an institution for mental diseases as specified in 42 CFR 435.1010.
INSTITUTION FOR MENTAL DISEASE (IMD) – STAY	The total number of calendar days of an inpatient stay in an institution for mental disease beginning with the date of admission through discharge, but not including the date of discharge unless the member expires.
INSTITUTIONAL SETTING	<ol style="list-style-type: none"> 1. Institutional settings: <ol style="list-style-type: none"> a. A nursing facility as specified in 42 U.S.C. 1396 r(a), b. An Institution for Mental Diseases (IMD) for an individual who is either under age 21 or age 65 or older, c. An Intermediate Care Facility for the Mentally Retarded (ICF-MR) for an individual with intellectual/developmental disabilities, d. A hospice (free-standing, hospital, or nursing facility subcontracted beds) as specified in A.R.S. § 36-401. 2. Home and Community Based Services (HCBS) settings: <ol style="list-style-type: none"> a. An individual’s home as specified in R9-28-101(B), or b. Alternative HCBS settings as specified in R9-28-101(B).

INTAKE	The initial evaluation and collection, by appropriately trained staff, of basic demographic information and preliminary identification of the member's needs.
INTERAGENCY SERVICE AGREEMENT (ISA)	A binding contract between state government agencies whereby one agency provides reimbursement for services performed by another agency to carry out the objectives of the funding source. Refer to A.R.S. § 35-148.
INTER-FACILITY TRANSFER	Occurs when an individual is transferred from one nursing facility to another nursing facility, with or without an intervening hospital stay. Inter-facility transfers are subject to resident review rather than preadmission screening.
INTERDISCIPLINARY CARE	A meeting of the interdisciplinary team members or coordination of care among interdisciplinary treatment team members to address the totality of the treatment and service plans for the member based on the most current information available.
INTERDISCIPLINARY TEAM	A group of individuals consisting of a resident's attending physician, a registered nurse responsible for the resident, and other individuals as determined in the resident's comprehensive assessment.
INTERGOVERNMENTAL AGREEMENT (IGA)	When authorized by legislative or other governing bodies, two or more public agencies or public procurement units by direct Contract or agreement may contract for services or jointly exercise any powers common to the contracting parties and may enter into agreements with one another for joint or cooperative action or may form a separate legal entity, including a nonprofit corporation to Contract for or perform some or all of the services specified in the Contract or agreement or exercise those powers jointly held by the contracting parties as specified in A.R.S. Title 11, chapter 7, article 3 and A.R.S. § 11-952.A.
INTERMEDIATE CARE FACILITY FOR INDIVIDUALS WITH INTELLECTUAL DISABILITIES (ICF/IID)	A facility that primarily provides health and rehabilitative services to individuals with intellectual/developmental disabilities that are above the service level of room and board or supervisory care services or personal care services as specified in A.R.S. § 36-401 but that are less intensive than skilled nursing services as specified in A.R.S. § 36-551 (28).
INTERMITTENT NURSING SERVICES	Skilled nursing services provided by either a Registered Nurse (RN) or Licensed Practical Nurse (LPN), for visits of two hours or less in duration, up to a total of four hours per day.
INTERNAL REFERRAL (IRF)	A report entered into the AHCCCS QM Portal by an employee of a health plan to document an occurrence that caused harm or may have caused harm to a member and or to report the death of a member.
INTERPRETATION	The conversion of oral communication from English into the member's preferred language while maintaining the original intent.

<p>INVENTORY FOR CLIENT AND AGENCY PLANNING (ICAP)</p>	<p>A Department of Economic Security/Division of Developmental Disabilities (DES/DDD) standardized assessment tool which provides information regarding the member's medical condition and diagnoses, motor skills, social and communication skills, personal living skills, community living skills, social and leisure activities, and problem behaviors, if any.</p>
<p>IMMEDIATE JEOPARDY</p>	<p>A situation in which the provider's noncompliance with one or more requirements of participation has caused, or is likely to cause, serious injury, harm, impairment, or death to a member.</p>

J	
JOINT VENTURE	A business arrangement in which two or more parties agree to pool their resources for the purpose of accomplishing a specific task. This task can be a new project or any other business activity. In a joint venture, each of the participants is responsible for profits, losses, and costs associated with it. However, the venture is its own entity, separate and apart from the participants' other business.
JUVENILE PROBATION OFFICE (JPO)	An officer within the Arizona Department of Juvenile Corrections assigned to a juvenile upon release from a secure facility. Having close supervision and observation over juvenile's who are ordered to participate in the intensive probation program including visual contact at least four times per week and weekly contact with the school, employer, community restitution agency or treatment program as specified in A.R.S. § 8-353.

K

KIDSCARE

Federal and State Children’s Health Insurance Program (Title XXI – CHIP) administered by AHCCCS. The KidsCare program offers comprehensive medical, preventive, treatment services, and behavioral health care services statewide to eligible children under the age of 19, in households with income between 133 percent and 200 percent of the Federal Poverty Level (FPL).

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LABORATORY	A facility for the biological, microbiological, serological, chemical, immunohematological, hematological, biophysical, cytological, pathological, or other examination of materials derived from the human body for the purpose of providing information for the diagnosis, prevention, or treatment of any disease or impairment of, or that otherwise describes the presence or absence of various substances or organisms in the body as specified in 42 CFR 493.2.
LANGUAGE ASSISTANCE SERVICE	<p>Services as specified in 45 CFR 92.4 including, but not limited to:</p> <ol style="list-style-type: none"> 1. Oral language assistance, including interpretation in non-English languages provided in-person or remotely by a qualified interpreter for an individual with limited English proficiency, and the use of qualified bilingual or multilingual staff to communicate directly with individuals with limited English proficiency, 2. Written translation, performed by a qualified translator, of written content in paper or electronic form into languages other than English, and 3. Taglines.
LEGAL HOLIDAY	<p>Legal holiday as defined by the State of Arizona are:</p> <ol style="list-style-type: none"> 1. New Year's Day – January 1. 2. Martin Luther King Jr./Civil Rights Day – 3rd Monday in January. 3. Lincoln/Washington Presidents' Day – 3rd Monday in February. 4. Memorial Day – Last Monday in May. 5. Independence Day – July 4. 6. Labor Day – 1st Monday in September. 7. Columbus Day – 2nd Monday in October. 8. Veterans Day – November 11. 9. Thanksgiving Day – 4th Thursday in November. 10. Christmas Day – December 25.
LIABLE PARTY	An individual, entity, or program that is or may be liable to pay all or part of the medical cost of injury, disease, or disability of an applicant or member as specified in A.A.C. R9-22-1001.

LICENSED HEALTH AIDE (LHA)	<p>Pursuant to A.R.S. § 32-1601, a person who is licensed to provide or assist in providing nursing-related services pursuant to A.R.S. § 36-2939:</p> <ol style="list-style-type: none"> 1. Is the parent, guardian, or family member of the Arizona Long-Term Care System (ALTCS) member receiving services who may provide Licensed Health Aide (LHA) services only to that member and only consistent with that member’s plan of care. 2. Has a scope of practice that is the same as a Licensed Nursing Assistant (LNA) and may also provide medication administration, tracheostomy care, and enteral care and therapy, and any other tasks approved by the State Board of Nursing in rule.
LICENSED MIDWIFE (LM)	<p>An individual licensed by the Arizona Department of Health Services (ADHS) to provide maternity care as specified in A.R.S. Title 36, Chapter 6, Article 7, and A.A.C. R9-16 (This provider type does not include certified nurse midwives licensed by the Board of Nursing as a nurse practitioner in midwifery or physician assistants licensed by the Arizona Medical Board).</p>
LICENSED NURSING ASSISTANT (LNA)	<p>An individual who is licensed to provide or assist in the delivery of nursing or nursing-related services under the supervision and direction of a licensed nursing staff member as specified in A.R.S. § 32-1601. Licensed nursing assistant does not include an individual who:</p> <ol style="list-style-type: none"> 1. Is a licensed healthcare professional. 2. Volunteers to provide nursing assistant services without monetary compensation, or 3. Is a certified nursing assistant.
LIEN	<p>A legal claim, filed with the County Recorder’s office in which a member resides and in the county an injury was sustained for the purpose of ensuring that AHCCCS receives reimbursement for medical services paid. The lien is attached to any settlement the member may receive as a result of an injury.</p>
LIMITED AUTHORIZATION	<p>A service authorization that falls short of the original request, with respect to the duration, frequency, or type of service requested.</p>
LIMITED ENGLISH PROFICIENCY (LEP)	<p>Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English may have LEP and may be eligible to receive language assistance for a particular type of service, benefit, or encounter as specified in 42 CFR 457.1207, 42 CFR 438.10.</p>
LINGUISTIC NEED	<p>The necessity of providing services in the member’s primary or preferred language, including sign language, and the provision of interpretation and translation services.</p>
LOCAL EDUCATION AGENCY (LEA)	<p>Public school districts, charter schools not sponsored by a school district and the State School for the Deaf and Blind as specified in 34 CFR 300.28.</p>

LONG-ACTING REVERSIBLE CONTRACEPTIVES (LARC)	Reversible methods for family planning that provide effective contraception for an extended period of time with little or no maintenance or user actions required, including intrauterine devices and subdermal and implantable contraceptives.
LONG-TERM SERVICES AND SUPPORTS (LTSS)	Services and supports provided to members of all ages who have functional limitations and/or chronic illnesses that have the primary purpose of supporting the ability of the member to live or work in the setting of their choice, which may include the individual's home, a provider-owned or controlled residential setting, a nursing facility, or other institutional setting as specified in 42 CFR 438.2.
LOOP ELECTROSURGICAL EXCISION PROCEDURE (LEEP)	Procedure that passes an electric current through a thin wire loop as specified in A.A.C. R9-22-2001.
LUNG VOLUME REDUCTION SURGERY (LVRS)	A surgical procedure that removes diseased lung tissue. This procedure reduces the size of an over-inflated lung and allows for the expansion of the remaining (healthy) lung. Also referred to as reduction pneumoplasty, lung shaving, or lung contouring.
MACHINE READABLE	A digital representation of data or information in a file that can be imported or read into a computer system for further processing and is compliant with 42 CFR 438.10.
MAJOR UPGRADE	Any systems upgrade or change to a major business component that may result in a disruption to the following: loading of contracts, providers, or members, issuing prior authorizations or the adjudication of claims.
MAMMOGRAM	An x-ray of the breasts used to look for early signs of breast cancer.
MANAGED CARE	Systems that integrate the financing and delivery of health care services to covered individuals by means of arrangements with selected providers to furnish comprehensive services to members; establish explicit criteria for the selection of health care providers; have financial incentives for members to use providers and procedures associated with the plan; and have formal programs for quality, medical management, and the coordination of care.

MANAGED CARE ORGANIZATION (MCO)	<p>An entity that has, or is seeking to qualify for, a comprehensive risk Contract as specified in 42 CFR Part 438 and 42 CFR 438.2:</p> <ol style="list-style-type: none"> 1. A Federally qualified Health Maintenance Organization (HMO) that meets the advance directives requirements as specified in subpart I of 42 CFR Part 489, or 2. Any public or private entity that meets the advance directives requirements and is determined by the Secretary to also meet the following conditions: <ol style="list-style-type: none"> a. Makes the services it provides to its Medicaid enrollees as accessible (in terms of timeliness, amount, duration, and scope) as those services are to other Medicaid beneficiaries within the area served by the entity, or b. Meets the solvency standards as specified in 42 CFR 438.116.
MANAGED CARE PROGRAM	A managed care delivery system operated by a State as specified in section 1915(a), 1915(b), 1932(a), or 1115(a) of the Social Security Act [42 CFR 438.2].
MANAGEMENT SERVICES AGREEMENT (MSA)	A type of subcontract with an entity in which the owner of the Contractor delegates all or substantially all management and administrative services necessary for the operation of the Contractor.
MANAGING EMPLOYEE	A general manager, business manager, administrator, director, or other individual who exercises operational or managerial control over, or who directly or indirectly conducts the day-to-day operation of an institution, organization, or agency as specified in 42 CFR 455.101.
MARKETING	Any communication from Contractors to a member not enrolled with the Contractor that can reasonably be interpreted as intended to influence the member to enroll with the Contractor, or to not enroll or disenroll with another Contractor's Medicaid product as specified in 42 CFR 438.104. Marketing does not include communication to any member about a Qualified Health Plan, as specified in 45 CFR 155.20.
MARKETING - HEALTH MESSAGE	A slogan or statement on marketing materials to promote healthy lifestyles, situations that affect or influence health status, behaviors that affect or influence health status, or methods or modes of medical treatment.
MARKETING - HEALTH-RELATED	An event that has a direct or indirect health care purpose, and/or it supports or contributes to any AHCCCS initiative or program goal. Giveaway items shall have a Health Message or a health care purpose to be considered health-related.
MARKETING MATERIALS	Materials produced in any medium, by or on behalf of the Contractor that can reasonably be interpreted as intended for marketing purposes. This includes general audience materials such as general circulation brochures, Contractor's website and other materials that are designed, intended, or used to increase Contractor membership or establishing a brand.
MASTECTOMY	Removal of the entire breast through surgery.

<p>MATERIAL CHANGE TO BUSINESS OPERATIONS <i>Revised: 04/22</i></p>	<p>Any change in overall operations that affects, or can reasonably be foreseen to affect, the Contractor’s ability to meet the performance standards as required in Contract including, but not limited to, any change that would impact or is likely to impact more than five percent of total membership and/or provider network in a specific Geographical Service Area (GSA). Changes to business operations may include, but are not limited to, policy, process, and protocol, such as Prior Authorization (PA) or retrospective review. Additional changes may also include the addition or change in:</p> <ul style="list-style-type: none"> • Pharmacy Benefit Manager (PBM). • Dental Benefit Manager. • Transportation vendor. • Claims Processing system. • System changes and upgrades. • Change to Organizational Name. • Member Identification (ID) Card vendor. • Call center system, • Covered benefits delivered exclusively through the mail, such as mail order pharmaceuticals, or Delivery of medical equipment, • MSA, and • Any other Administrative Services Subcontract.
<p>MATERIAL CHANGE TO PROVIDER NETWORK</p>	<p>Any change in composition of or payments to a contractor’s provider network that affects, or can reasonably be foreseen to affect, the Contractor’s adequacy of capacity and services necessary to meet the performance and/or provider network standards as specified in Contract. Changes to provider network may include but are not limited to:</p> <ol style="list-style-type: none"> 1. A change that would cause or is likely to cause more than five percent of the members in a Geographical Service Area (GSA) to change the location where services are received or rendered. 2. Any change impacting five percent or less of the membership but involving a provider or provider group who is the sole provider of a service in a service area or operates in an area with limited alternate sources of the service.
<p>MATERIAL OMISSION</p>	<p>A fact, data or other information excluded from a report, Contract, etc., the absence of which could lead to erroneous conclusions following reasonable review of such report, Contract, etc.</p>
<p>MATERIALS</p>	<p>All property, including equipment, supplies, printing, insurance, and leases of property but does not include land, a permanent interest in land or real property or leasing space.</p>

MATERNITY CARE	Includes identification of pregnancy, prenatal care, labor/delivery services, and postpartum care.
MATERNITY CARE COORDINATION	Consists of the following maternity care related activities: determining the member's medical or social needs through a risk assessment evaluation; developing a plan of care designed to address those needs; coordinating referrals of the member to appropriate service providers and community resources; monitoring referrals to ensure the services are received; and revising the plan of care, as appropriate.
MATERNITY CARE PROVIDER	The following are provider types who may provide maternity care when it is within their training and scope of practice: <ol style="list-style-type: none"> 1. Arizona licensed allopathic and/or osteopathic physicians who are obstetricians or general practice/family practice providers. 2. Physician Assistants. 3. Nurse Practitioners. 4. Certified Nurse Midwives, and 5. Licensed Midwives.
MEASURABLE	The ability to determine definitively whether or not a quantifiable objective has been met, or whether progress has been made toward a positive outcome.
MECHANICAL RESTRAINT	Any device, article, or garment attached or adjacent to a member's body that the member cannot easily remove and that restricts the member's freedom of movement or normal access to the member's body, but does not include a device, article, or garment: <ol style="list-style-type: none"> 1. Used for orthopedic or surgical reasons, or 2. Necessary to allow a member to heal from a medical condition or to participate in a treatment program for a medical condition.
MEDICAID	A Federal/State program authorized by Title XIX of the Social Security Act, as amended.

<p>MEDICAID ACCOUNTABLE CARE ORGANIZATION (ACO)</p>	<p>An entity that enters into a Value-Based Purchasing (VBP) arrangement with a Contractor which:</p> <ol style="list-style-type: none"> 1. Improves the health care delivery system by increasing the quality of care while reducing costs. 2. Enters into VBP contracts with provider groups and/or networks of groups. 3. Coordinates provider accountability for the health of their patient population, often through shared savings, shared risk, or capitated Alternative Payment Models (APM), combined with quality incentives (to ensure both quality outcomes and cost containment). 4. Supports providers participating in APMs by providing services such as, but not limited to data analytics, technical assistance, provider education, and provider recruitment. 5. Operates as an intermediary between the Contractor and providers, is not a provider of direct services to members. 6. May or may not perform delegated administrative activities. Any delegated administrative activities to the Medicaid ACO are subject to prior approval by AHCCCS.
<p>MEDICAID MANAGED CARE REGULATIONS</p>	<p>The Federal law mandating, in part, that States ensure the accessibility and delivery of quality health care by their managed care Contractors. These regulations were promulgated as specified in the Balanced Budget Act (BBA) of 1997.</p>
<p>MEDICAL EQUIPMENT AND APPLIANCES</p>	<p>Item as specified in 42 CFR 440.70, that is not a prosthetic or orthotic; and</p> <ol style="list-style-type: none"> 1. Is customarily used to serve a medical purpose, and is generally not useful to an individual in the absence of an illness, disability, or injury, 2. Can withstand repeated use, and 3. Can be reusable by others or removable. <p>Medical equipment and appliances may also be referred to as Durable Medical Equipment (DME).</p>
<p>MEDICAL MANAGEMENT (MM)</p>	<p>An integrated process or system that is designed to assure appropriate utilization of health care resources, in the amount and duration necessary to achieve desired health outcomes, across the continuum of care (from prevention to hospice).</p>
<p>MEDICAL PRACTITIONER</p>	<p>A physician, physician assistant or registered nurse practitioner.</p>
<p>MEDICAL RECORD</p>	<p>All communications related to a patient's physical or mental health or condition that are recorded in any form or medium and that are maintained for purposes of evaluation or treatment, including records that are prepared by a health care provider or by other providers. Records do not include materials that are prepared in connection with utilization review, peer review or quality assurance activities as specified in A.R.S. § 12-2291.</p>

MEDICAL RECORD - INTEGRATED	A single document in which all of the medical information is recorded to facilitate the coordination and quality of care delivered by multiple providers serving a single patient in multiple locations and at varying times.
MEDICAL SERVICES	Medical care and treatment provided by a Primary Care Provider (PCP), attending physician, or dentist or by a nurse or other health related professional and technical personnel at the direction/order of a licensed physician or dentist.
MEDICAL SUPPLIES	Health care related items that are consumable or disposable or cannot withstand repeated use by more than one individual, that are required to address an individual medical disability, illness or injury as specified in 42 CFR 440.70.
MEDICAL/SURGICAL BENEFITS (M/S)	Items or services for medical conditions or surgical procedures, as defined by the State and in accordance with applicable Federal and State law, but do not include mental health or Substance Use Disorder (SUD) Benefits. Any condition defined by the State as being or not being a medical/surgical condition shall be defined to be consistent with generally recognized independent standards of current medical practice. Medical/Surgical Benefits (M/S) include long-term care services.
MEDICALLY NECESSARY	A covered service provided by a physician or other licensed practitioner of the health arts within the scope of practice under State law to prevent disease, disability or other adverse conditions or their progression, or to prolong life as specified in A.A.C. R9-22-101.
MEDICALLY NECESSARY BEHAVIORAL HEALTH SERVICES	Those behavioral health services necessary, in the judgment of a qualified medical practitioner, to treat an existing behavioral health condition or illness and/or to prevent the patient from potentially harming themselves or others.
MEDICALLY NECESSARY SERVICES	Those covered services provided by qualified service providers within the scope of their practice to prevent disease, disability and other adverse health conditions or their progression or to prolong life.
MEDICALLY STABLE	As specified in A.A.C. R9-28-508, the Member's skilled-care medical needs are routine and not subject to frequent change because of health issues.
MEDICARE	A Federal program authorized by Title XVIII of the Social Security Act, as amended.
MEDICARE ADVANTAGE	The Medicare managed care program (Part C) as administered by the Centers for Medicare and Medicaid Services (CMS).

MEDICARE ADVANTAGE – BENEFITS	Health care services that are intended to maintain or improve the health status of dual eligible members, for which the Medicare Advantage Organization (MAO) incurs a cost or liability under a Centers for Medicare and Medicaid Services (CMS) approved Plan Benefits package offered by the MAO (not solely an administrative processing cost).
MEDICARE ADVANTAGE – EQUITY PER MEMBER	Net assets that are not designated or restricted for specific purposes divided by the number of Medicare Advantage Dual Eligible Members. Refer to the ACOM Policy 305.
MEDICARE ADVANTAGE – STATE CERTIFICATION REQUEST FORM	A Form required by the Centers for Medicare and Medicaid Services (CMS) to be completed by the applicable State agency (either by AHCCCS or the Arizona Department of Insurance and Financial Institutions [IFI]) authorized to attest that a Medicare Advantage Organization (MAO) applicant’s status as a public or private entity organized and licensed by the State as a risk-bearing entity. The Form is included in the annual Medicare Advantage application as published by CMS. The executed Form is to be returned to the Medicare Advantage applicant prior to CMS’ due date for Medicare Advantage applications.
MEDICARE ADVANTAGE - SUPPLEMENTAL BENEFIT	Covered benefits offered by a Medicare Advantage Plan which are not covered services under Medicare Parts A and B. These benefits may include, but are not limited to, dental, hearing, and/or vision services.
MEDICARE ADVANTAGE PLAN	A private health insurance plan that has a contract with the Centers for Medicare and Medicaid Services (CMS) to provide all Medicare benefits covered under Parts A and B to Medicare beneficiaries who choose to enroll in their plan. Most Medicare Advantage plans include Medicare Part D prescription drug coverage and may also provide additional supplemental benefits as approved by CMS. Types of Medicare Advantage plans include Health Maintenance Organizations (HMOs), Dual Eligible Special Needs Plans (D-SNPs), and Local and Regional Preferred Provider Organizations (RPPOs).
MEDICARE ADVANTAGE CONTRACT YEAR	Centers for Medicare and Medicaid Services (CMS) Medicare Advantage program contracts with each approved Medicare Advantage Organization (MAO) for a one-year term beginning January 1 and ending December 31 of each calendar year.
MEDICARE ADVANTAGE ORGANIZATION (MAO)	A public or private entity organized and licensed or authorized by a State as a risk-bearing entity (with the exception of provider sponsored organizations receiving waivers) that is certified by Centers for Medicare and Medicaid Services (CMS) as meeting the Medicare Advantage contract requirements.
MEDICARE CERTIFIED HOME HEALTH AGENCY (HHA)	A Medicare certified Home Health Agency (HHA) is licensed by the Arizona Department of Health Services (ADHS). Under limited circumstances, home health services may be provided by either a state licensed Home Health Agency or by an Independent Registered Nurse (RN) when specific criteria are met.
MEDICARE COST SHARING	A Contractor’s obligation for payment of applicable Medicare deductible, coinsurance and copayment amounts for Medicare Parts A and B covered services.

MEDICARE IMPROVEMENTS FOR PATIENTS AND PROVIDERS ACT (MIPPA) AGREEMENT	A formal written Agreement entered into by AHCCCS and a Contractor’s companion Medicare Advantage Organization (MAO) to coordinate care for individuals in Arizona who are entitled to Medicare and receive full coverage of health services under Medicaid. The AHCCCS MIPPA Agreement outlines requirements which aim to improve care coordination and timely information sharing by both parties for dual eligible members enrolled in a contracted MAO’s offered D-SNP as specified in 42 CFR 422.107, Section 164 of the Medicare Improvements for Patients and Providers Act of 2008 (MIPPA) and Section 3205 of the Affordable Care Act.
MEDICARE MANAGED CARE PLAN	A managed care entity that has a Medicare Contract with Centers for Medicare and Medicaid Services (CMS) to provide services to Medicare beneficiaries, including Medicare Advantage Plan (MAP), Medicare Advantage Prescription Drug Plan (MAPDP), MAPDP Special Needs Plan, or Medicare Prescription Drug Plan.
MEDICARE PART A	Medicare hospital insurance that provides coverage for hospice services, Skilled Nursing services, and inpatient hospital care.
MEDICARE PART B	Medicare coverage of medically-necessary services such as doctors' appointments, outpatient care, home health services, and other outpatient or professional medical services.
MEDICARE PART D	Medicare prescription drug coverage program.
MEDICATION ASSISTED TREATMENT (MAT)	The use of medications in combination with counseling and behavioral therapies for the treatment of Substance Use Disorders (SUD).
MEDICATION ERROR	The Federal Drug Administration (FDA) defines a medication error as any preventable event that may cause or lead to inappropriate medication use or patient harm while the medication is in the control of a healthcare provider, patient, or consumer.
MEMBER	An eligible individual who is enrolled in AHCCCS, as specified in A.R.S. § 36-2931, § 36-2901, § 36-2901.01 and A.R.S. § 36- 2981. Also referred to as Title XIX/XXI member or Medicaid member.
MEMBER CRITICAL SERVICE PREFERENCE LEVEL	Indication of the timeframe in which the member chooses to have a gap in critical services filled if the scheduled Direct Care Worker (DCW) of that critical service is not available.
MEMBER IDENTIFICATION CARD (ID CARD)	A Contractor-specific identification card that meets the formatting requirements and is issued by the Responsible Contractor to each member. The ID Card is used by the member when presenting for Medicaid services.
MEMBER IDENTIFICATION CARD (ID CARD) – CARD HOLDER	The document in which the ID Card is attached to or the sleeve in which the ID Card is provided to the member.

MEMBER INFORMATION MATERIALS	Any materials given to the Contractor’s membership. This includes, but is not limited to member handbooks, member newsletters, provider directories, surveys, on hold messages and health related brochures/reminders and videos, form letter templates, and website content. It also includes the use of other mass communication technology such as email and voice recorded information messages delivered to a member’s phone.
MEMBER INFORMATION - FILE AND USE	A process whereby the Contractor submits qualifying member information materials to AHCCCS prior to use and can proceed with distributing the materials without any expressed approval from AHCCCS.
MEMBER INFORMATION - INCENTIVE ITEM	Items that are used to encourage behavior changes in the Contractor’s enrolled members or health promotion incentives to motivate members to adopt a healthy lifestyle and/or obtain health care services.
MEMBER INFORMATION - RETENTION MATERIALS	Member information materials sent to members prior to and during their Annual Enrollment Choice for the purposes of retaining members as an enrollee with the Contractor.
MEMBER INFORMATION - VITAL MATERIALS	Written materials that are critical to obtaining services which include, at a minimum, the following: <ol style="list-style-type: none"> 1. Member Handbooks 2. Provider Directories 3. Consent Forms 4. Appeal and Grievance Notices 5. Denial and Termination Notices
MEMBER TRANSITION	The process during which members change from one Contractor or Fee-For-Service (FFS) Program to another.
MEMBER-DIRECTED OPTIONS	Allows members to have more control over how certain services are provided, including services such as attendant care, personal care, homemaker, and habilitation. The options are not services, but rather define the way in which services are delivered. Member-directed options are available to ALTCS members who live in their own home. Member-directed options include Agency with Choice and Self-Directed Attendant Care and the Division of Developmental Disabilities’ Independent Provider Network.
MEMBER-DIRECTED SERVICE DELIVERY OPTIONS	Models which allow Members to have more control over, how certain services are provided, including services such as attendant care, personal care, homemaker, and habilitation. The options are not a service, but rather define the way in which services are delivered. Member-directed options are available to ALTCS Members who live in their own home. The options are not available to Members who live in an alternative residential setting or nursing facility.
MENTAL DISORDER	A substantial disorder of the individual’s emotional processes, thought, cognition, or memory as pursuant in A.R.S § 36-501.

MENTAL HEALTH AGENCY	Includes a regional authority, service provider, inpatient facility, an agency that conducts screening and evaluation as specified in A.A.C. Title 9, Chapter 21, Article 5. and A.A.C. R9-21-101.B.47.
MENTAL HEALTH BENEFIT	Items or services for mental health conditions, as specified in the State and in accordance with applicable Federal and State law. Any condition defined by the State as being or not being a mental health condition shall be defined to be consistent with generally recognized independent standards of current medical practice. Mental Health Benefits include long-term care services.
MERGER	Two companies join together to form a single entity, using both companies' assets and stock, or, for non-stock entities (e.g., nonprofit corporations, limited liability companies, and partnership), the conversion of membership interests, sponsors, or their voting rights. Both companies cease to exist separately and new stock is issued for the resulting organization or, for non-stock corporations (e.g., non-profit corporations), memberships or sponsors are combined or their voting rights are transferred to the new corporation.
METABOLIC MEDICAL FOOD FORMULAS OR MEDICAL FOODS	Nutrition and specialized diets used to treat inherited metabolic disorders that are rare genetic conditions in which normal metabolic function is inhibited by a deficiency in a critical enzyme. Metabolic formula or modified low protein foods are produced or manufactured specifically for individuals with a qualifying metabolic disorder and are not generally used by individuals in the absence of a qualifying metabolic disorder. In order to avoid toxic effects, the treatment of the associated metabolic disorder depends on dietary restriction of foods containing the substances that cannot be metabolized by the member.
METHODOLOGY	The planned documented process, steps, activities, or actions taken by a Contractor to achieve a goal or objective, or to progress towards a positive outcome.
MID-LEVEL EXEMPTION REQUEST	An exemption process as specified in 42 CFR Part 8.11 for Opioid Treatment Programs (OTPs) to request the Single State Authority (SSA) and the Substance Abuse and Mental Health Services Administration's (SAMHSA) Center for Substance Abuse Treatment (CSAT) to provide approval to allow Mid-Level Practitioners to treat opioid-related withdrawal symptoms.
MID-LEVEL PRACTITIONER	An individual practitioner, other than a physician, dentist, veterinarian, or podiatrist, who is licensed, registered, or otherwise permitted by the United States or the jurisdiction in which he/she practices, to dispense a controlled substance in the course of professional practice. Examples of mid-level practitioners include, but are not limited to, health care providers such as nurse practitioners, nurse midwives, nurse anesthetists, clinical nurse specialists, and physician assistants who are authorized to dispense controlled substances by the State in which they practice, as specified in 21 CFR 1300.01.
MINIMUM PERFORMANCE STANDARD (MPS)	The minimal expected level of performance by the Contractor.

MONITORING	The process of auditing, observing, evaluating, analyzing, and conducting follow-up activities, and documenting results via desktop or on-site review.
MONTHLY AVERAGE ABANDONMENT RATE (MAAR)	The number of calls abandoned in a 24-hour period, divided by the total number of calls received in the same 24-hour period, summed for each day of the month, and then divided by the number of days in the monthly reporting period.
MONTHLY AVERAGE SERVICE LEVEL (MASL)	The total of the month's calls answered within 45 seconds divided by the sum of the following: all calls answered in the month, all calls abandoned calls in the month and all calls receiving a busy signal in the month (if available).
MONTHLY FIRST CONTACT CALL RESOLUTION RATE (MFCCR)	The sum of the Daily First Contact Call Resolution Rate (DFCCR)s divided by the number of days in the reporting period.
MULTI-SPECIALTY INTERDISCIPLINARY CLINIC (MSIC)	An established facility where specialists from multiple specialties meet with members and their families for the purpose of providing interdisciplinary services to treat members.
MULTI-SPECIALTY INTERDISCIPLINARY TEAM (MSIT)	A team of specialists from multiple specialties who meet with members and their families for the purpose of determining an interdisciplinary treatment plan.

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NATIONAL PROVIDER IDENTIFIER (NPI)	A unique identification number for covered health care providers, assigned by the Center for Medicare and Medicaid Services (CMS) contracted national enumerator.
NATUROPATHIC PHYSICIAN (ND)	An individual that diagnoses, treats, and helps prevent diseases using a system of practice that is based on the natural healing capacity of individuals. May use physiological, psychological, or mechanical methods. May also use natural medicines, prescription or legend drugs, foods, herbs, or other natural remedies.
NEGLECT (OF A VULNERABLE ADULT)	A pattern of conduct without the individual's informed consent resulting in deprivation of food, water, medication, medical services, shelter, cooling, heating, or other services necessary to maintain minimum physical or mental health as specified in A.R.S. § 46-451(A)(7).
NEGLECT (OF A CHILD)	As specified in A.R.S. § 8-201, the inability or unwillingness of a parent, guardian, or custodian of a child to provide that child with supervision, food, clothing, shelter, or medical care.
NETWORK	A list of doctors, other health care providers, and hospitals that a contractor contracts with directly, or employs through a subcontractor, to provide medical care to its members.
NETWORK WORKFORCE DEVELOPMENT PLAN (WFD-P)	The Network WFD-P is the Contractor's blueprint for ensuring the ongoing growth and development of the network's workforce.
NEW PATIENT	A member who has not received any professional services from the physician/non-physician practitioner or another physician of the same specialty who belongs to the same group practice within the previous three years.
NOTICE OF APPEALS RESOLUTION (NOAR)	The written notice to the member/Health Care Decision Maker (HCDM) or, Designated Representative (DR) regarding the final determination of an appealed action. The contents of a Notice of Appeal Resolution are strictly defined in Contract, Rule, and Policy.
NOMINAL PRICE	A drug that is purchased for a price that is less than 10 percent of the Average Manufacturer Price (AMP) in the same quarter for which the AMP is computed.
NON-CONTRACTING PROVIDER	An individual or entity that provides services as specified in A.R.S. § 36-2901 who does not have a subcontract with an AHCCCS Contractor.

NON-INSTITUTIONAL SETTING	<p>Long-term care arrangement in which skilled home health nursing services can be provided. Non-Institutional Settings include:</p> <ol style="list-style-type: none"> 1. A member’s “own” home, as specified in A.A.C. R9-28-101(B). 2. Assisted Living Facility. 3. Division of Developmental Disabilities (DDD) Group Home. 4. DDD Adult & Child Developmental Home, and 5. Behavioral Health Residential Facility.
NON-PREFERRED DRUG	A medication that is not listed on the AHCCCS Drug List. Non-preferred drugs require Prior Authorization (PA).
NON-QUALIFIED MEDICARE BENEFICIARY (NON-QMB) DUAL	An individual who qualifies to receive both Medicare and Medicaid services, but does not qualify for the Qualified Medicare Beneficiary (QMB) program as specified in A.A.C. R9-29-101.
NON-TITLE XIX/XXI FUNDING	AHCCCS’ funding sources outside of Title XIX/XXI Medicaid funds that could include but are not limited to; state appropriated general funds, state non-appropriated funds, county funds, block or formula grants, discretionary grants, or other grant-based funding.
NON-TITLE XIX/XXI MEMBER OR NON-TITLE XIX/XXI ELIGIBLE INDIVIDUAL	An individual who needs or may be at risk of needing covered health-related services but does not meet Federal and State requirements for Title XIX or Title XXI eligibility.
NON-TITLE XIX/XXI SMI MEMBER	A Non-Title XIX/XXI member who has met the criteria to be designated with a Seriously Mentally Illness (SMI).
NOTICE OF ADVERSE BENEFIT DETERMINATION (NOA)	The written notice provided to the affected member/Health Care Decision Maker (HCDM) which explains the Adverse Benefit Determination made by the Contractor or AHCCCS regarding the service authorization to deny, reduce, suspend, or terminate a service authorization request, or to authorize a service in an amount, duration, or scope that is less than requested as specified in 42 CFR 438.210(c), 42 CFR 438.404, and 42 CFR 438.400(b).
NOTICE OF CONCERN (NOC)	A written communication to the Contractor regarding a concern. Failure to correct the issue(s) identified in the notice may result in additional contract enforcement remedies.
NOTICE OF EXTENSION (NOE)	The written notice to a member/Health Care Decision Maker (HCDM), and Designated Representative (DR) to extend the timeframe for making either an expedited or standard authorization decision by up to fourteen days if criteria for a service authorization extension are met.

<p>NOTICE OF PRIVACY PRACTICES (NPPS)</p>	<p>A Notice available on the AHCCCS website that describes:</p> <ol style="list-style-type: none"> 1. The uses and disclosures of Protected Health Information (PHI). 2. Patient rights concerning PHI, and 3. The AHCCCS legal duties pertaining to PHI. <p>The Health Insurance Portability and Accountability Act (HIPAA), requires covered entities, such as AHCCCS and its Contractors to provide this Notice upon a member's enrollment in the plan, within 60 days of a material change to the Notice, and upon request by any individual. In addition, every three years a health plan also shall notify members who are covered by the plan that the Notice of Privacy Practices is available, including how to obtain the Notice.</p>
<p>NOTICE TO CURE (NTC)</p>	<p>A formal written communication to a Contractor regarding specific non-compliance. The NTC contains specific timelines for meeting performance standards and possible penalties for continued non-compliance. An NTC may contain specific activities or reporting requirements that must be adhered to as the Contractor works toward compliance. Failure to achieve compliance as the result of a Notice to Cure may result in the imposition of a Sanction.</p>
<p>NURSING FACILITY <i>Revised: 10/21</i></p>	<p>As defined in 42 U.S.C. 1396r(a), an institution (or a distinct part of an institution) which:</p> <ol style="list-style-type: none"> 1. Is primarily engaged in providing to residents— <ol style="list-style-type: none"> a. Skilled nursing care and related services for residents who require medical or nursing care, b. Rehabilitation services for the rehabilitation of injured, disabled, or sick individuals, or c. On a regular basis, health-related care, and services to individuals who because of their mental or physical condition require care and services (above the level of room and board) which can be made available to them only through institutional facilities, and d. Is not primarily for the care and treatment of mental diseases, 2. Has in effect a transfer agreement (meeting the requirements of 42 U.S.C. 1861(l)) with one or more hospitals having agreements in effect under section 1866, and 3. Meets the requirements for a nursing facility described in subsections (b), (c), and (d) of this section. <p>Such term also includes any facility which is located in a State on an Indian reservation and is certified by the Secretary as meeting the requirements of paragraph (1) and subsections (b), (c), and (d).</p>
<p>NUTRITIONIST</p>	<p>An individual who has a bachelor's or master's degree in Food and Nutrition.</p>

O	
OBJECTIVE	A measurable step, generally one of a series of progressive steps, to achieve a goal.
OBSERVATION SERVICES	Include the use of a bed and periodic monitoring by hospital nursing staff and/or other staff to evaluate, stabilize, or treat medical conditions of a significant degree of instability and/or disability.
OCCUPATIONAL THERAPY (OT)	Medically ordered treatments to improve or restore functions which have been impaired by illness or injury, or which have been permanently lost, or reduced by illness or injury, or to attain or acquire a particular skill or function never learned or acquired and maintain that function once acquired. OT is intended to improve the member's ability to perform those tasks required for independent functioning as specified in A.R.S. § 32-3401.
OFFICE OF HUMAN RIGHTS (OHR)	Established within AHCCCS and is responsible for the hiring, training, supervision, and coordination of human rights advocates. Human rights advocates assist and advocate on behalf of members determined to have a Serious Mental Illness with Service Planning, Inpatient Discharge Planning, and resolving appeals and grievances.
OPIOID TREATMENT PROGRAMS (OTPS)	Licensed and accredited Programs also referred to as Medication Assisted Treatment (MAT) Programs, authorized to dispense medications for the treatment of opioid use disorder through highly structured protocols defined by Federal and State regulations.
ORGAN PROCUREMENT AND TRANSPLANTATION NETWORK (OPTN)	Established through the National Organ Transplant Act (NOTA), OPTN is a public-private partnership operated through U.S. Department of Health and Human Services. The OPTN policies govern operation of all member transplant hospitals, Organ Procurement Organizations (OPOs) and histocompatibility labs in the United States.
ORTHOTIC	Devices that are prescribed by a physician or other licensed practitioner of the healing arts to support a weak or deformed portion of the body, or prevent or correct physical deformity or malfunction, as specified in 42 CFR 440.120, and A.A.C. R9-22-212).
OTHER FULL BENEFIT DUAL ELIGIBLE (FBDE)	An AHCCCS member who does not meet the income or resources criteria to be a Qualified Medicare Beneficiary (QMB) or a Specified Low-Income Medicare Beneficiary (SLMB). Is eligible for Medicaid either categorically or through optional coverage groups, such as Medically Needy, Ticket to Work waiver, or special income levels for institutionalized or home and community-based waivers.
OTHER PROVIDER-PREVENTABLE CONDITION (OPPC)	A condition occurring in the inpatient and outpatient health care setting which AHCCCS has limited to the following: <ol style="list-style-type: none"> 1. Surgery on the wrong member. 2. Wrong surgery on a member. 3. Wrong site surgery.

OUT-OF-STATE SERVICES	Services provided to members outside of Arizona that are covered as provided for under Code of Federal Regulations (CFR) 42 CFR, Part 431, Subpart B. This includes services that, as determined on the basis of medical advice, are more readily available in other states and services needed due to a medical emergency. Services furnished to AHCCCS members outside the United States are not covered.
OUTCOMES	Changes in patient health, functional status, satisfaction, or goal achievement that result from health care or supportive services as specified in 42 CFR 438.320.
OUTREACH	Activities designed to inform individuals of behavioral health services availability and to engage or refer those individuals who may need services.
OWN HOME	Refer to the term Home.
OWN HOME – ALTCS	Refer to the term Home – ALTCS.
OWNERSHIP INTEREST	The possession of equity in the capital, the stock, or the profits of the provider as specified in 42 CFR 455.101.
OWNERSHIP OR CONTROL INTEREST	<p>As specified in 42 CFR 455.101, an individual or entity that:</p> <ol style="list-style-type: none"> 1. Has a direct ownership interest equal to five percent or more in a provider. 2. Has an indirect ownership interest equal to five percent or more in a provider. 3. Has a combination of direct and indirect ownership interests equal to five percent or more in a provider. 4. Owns an interest of five percent or more in any mortgage, deed of trust, note, or other obligation secured by the provider if that interest equals at least five percent of the value of the property or assets of the provider. 5. Is an officer or director of a provider that is organized as a corporation; or a partner in a provider that is organized as a partnership. <p>For reference only, some examples of Ownership or Control Interest included below:</p> <ol style="list-style-type: none"> 1. If Entity A has a 100 percent interest in the provider entity, then Entity A has an Ownership of Control Interest and shall be disclosed. 2. Any entity with a five percent of greater interest in Entity A also has an Ownership or Control Interest and shall be disclosed.

P	
PALLIATIVE CARE	Medical care for members with a chronic or terminal illness. It focuses on providing members with relief from symptoms and the stress of illness. The goal is to improve the quality of life for both the member and his or her families. It is appropriate at any age and any stage in the illness and can be provided in conjunction with curative treatment outside the context of hospice care.
PARENT	A biological, adoptive, or custodial mother or father of a child, or an individual who has been appointed as a legal guardian or custodian of a child by a court of competent jurisdiction.
PARENT/CARETAKER RELATIVES	Eligible individuals and families as specified in Section 1931 of the Social Security Act, with household income levels at or below 100 percent of the Federal Poverty Level (FPL).
PARENT/FAMILY SUPPORT SERVICES	Home care training (family support) with family member(s) directed toward restoration, enhancement, or maintenance of the family functions in order to increase the family's ability to effectively interact and care for the individual in the home and community.
PEER	An individual with lived experience of mental health conditions, substance use, and/or other traumas resulting in emotional distress and significant life disruption, for which they have sought help or care, and has an experience of recovery to share.
PEER SUPPORT EMPLOYMENT TRAINING PROGRAM (PSETP)	A Training Program through which qualified individuals are credentialed as Peer and Recovery Support (PRSS) by completing training and passing a competency exam.
PEER AND-RECOVERY SUPPORT (PRSS) <i>Revised: 10/21</i>	A distinct health care practice involving intentional partnerships to provide social and emotional support based on shared experiences of living with behavioral health and/or substance use disorders, and/or other traumas associated with significant life disruption. This support is coupled with specific, skill-based training, coaching, or assistance to bring about social or personal change at the individual, family, or community level. These services can include a variety of individualized and personal goals, including living preferences, employment or educational goals and development of social networks and interests.
PEER AND-RECOVERY SUPPORT (PRSS) - CREDENTIALING	A written document issued by a Peer Support Employment Training Program (PSETP), or by a state, demonstrating compliance with all qualifications and training requirements as specified in AHCCCS Policy.
PEER-AND-RECOVERY SUPPORT (PRSS) - SPECIALIST	An individual trained, credentialed, and qualified to provide peer/recovery support services within the AHCCCS Programs.

PEER-REVIEWED STUDY	<p>Prior to publication, a medical study that has been subjected to the review of medical experts who:</p> <ol style="list-style-type: none"> 1. Have expertise in the subject matter of the study. 2. Evaluate the science and methodology of the study. 3. Are selected by the editorial staff of the publication. 4. Review the study without knowledge of the identity or qualifications of the author. 5. Are published in the United States (U.S.).
PEER-RUN ORGANIZATION	<p>Owned, administratively controlled, and operated by peers, and emphasize self-help as an operational approach.</p> <ol style="list-style-type: none"> 1. Independent: Owned, administratively controlled, and operated by peers that share the lived experiences of the members and populations they serve. 2. Autonomous: Decisions about governance related to fiscal and financial, personnel, policy, contracting, training, program, advocacy, cultural competence and services and operational management are made by the peer-run program. 3. Accountable: Responsibility for decisions rests with the peer-run program. 4. Peer Controlled: The governance board composition is at least 51 percent peers. 5. Peer Workers: Staff, management, and board of directors (governance) are individuals who share the lived experiences of the members and populations they serve.
PERFORMANCE BOND	<p>A written promise by a Surety to pay AHCCCS (as the obligee) an amount specified in Contract and ACOM Policy 305, if the Contractor (as the principal), fails to meet the Contractor’s obligation under the Contract. A Performance Bond is also called a Surety Bond.</p>
PERFORMANCE IMPROVEMENT PROJECT (PIP)	<p>A planned process of data gathering, evaluation, and analysis to determine interventions or activities that are projected to have a positive outcome. A Performance Improvement Project (PIP) includes measuring the impact of the interventions or activities toward improving the quality of care and service delivery.</p>
PERFORMANCE IMPROVEMENT/QUALITY IMPROVEMENT	<p>The continuous study and improvement of processes with the intent to better services or outcomes, and prevent or decrease the likelihood of problems, by identifying areas of opportunity and testing new approaches to fix underlying causes of persistent/systemic problems or barriers to improvement.</p>
PERFORMANCE MEASURE PERFORMANCE STANDARD (PMPS)	<p>The minimal expected level of performance by the Contractor, previously referred to as the Minimum Performance Standard (MPS). Beginning CYE 2021, official performance measure results shall be evaluated based upon the National Committee for Quality Assurance (NCQA) HEDIS® Medicaid Mean or Centers for Medicare and Medicaid Services (CMS) Medicaid Median (for selected CMS Core Set-Only Measures), as identified by AHCCCS, as well as the line of business aggregate rates, as applicable.</p>

PERFORMANCE MEASURE SCORE	This score measures the Contractor’s performance relative to the minimum performance standards established by AHCCCS Quality Improvement for each Quality Measure Performance Measure (QMPPM).
PERFORMANCE RANK SCORE	This score measures the ranking of the Contractor’s performance for each Quality Measure Performance Measure (QMPPM).
PERFORMANCE STANDARD	A set of standardized measures designed to assist AHCCCS in evaluating, comparing, and improving the performance of its Contractors.
PERIOD OF CRISIS	A period (up to 24 hours per day) in which the hospice eligible member requires continuous care to achieve palliation or management of acute medical symptoms.
PERIODIC	Intervals established by AHCCCS for screening to assure that a condition, illness, or injury is not developing or present.
PERMANENT SUPPORTIVE HOUSING (PSH)	Housing, as specified in 24 CFR Part 583, in conjunction with supportive services are provided for tenants if the housing is safe and sanitary and meets any applicable state and local housing codes and licensing requirements in the jurisdiction in which the housing is located and the requirements of this part, and the housing is permanent housing for homeless individuals with disabilities, or is a part of, a particularly innovative project for, or alternative method of, meeting the immediate and long-term needs of homeless individuals and families.
PERSON-CENTERED	An approach to planning designed to assist the member to plan their life and supports. This model enables individuals to increase their personal self-determination and improve their own independence.
PERSON-CENTERED SERVICE PLAN (PCSP)	A written plan developed through an assessment of functional need that reflects the services and supports (paid and unpaid) that are important for and important to the member in meeting the identified needs and preferences for the delivery of such services and supports. The PCSP shall also reflect the member’s strengths and preferences that meet the member’s social, cultural, and linguistic needs, individually identified goals and desired outcomes, and reflect risk factors (including risks to member rights) and measures in place to minimize them, including individualized back-up plans and other strategies as needed.
PERSONAL RESTRAINT	The application of physical force without the use of any device, for the purpose of restricting the free movement of a member’s body. For Behavioral Health Inpatient Facility (BHIF) or outpatient treatment centers licensed to provide behavioral health observation/stabilization services (Crisis Facility), personal restraint does not include: <ol style="list-style-type: none"> 1. Holding a member for no longer than five minutes, without undue force, in order to calm or comfort the member. 2. Holding a member’s hand to escort the member from one area to another.

PERSONALLY IDENTIFYING INFORMATION (PII)	An individual's name, address, date of birth, social security number, tribal enrollment number, telephone or fax number, e-mail address, social media identifier, driver license number, places of employment, school identification or military identification number or any other distinguishing characteristic that tends to identify a particular individual as specified in A.R.S. § 41-3804 (K).
PHARMACY AND THERAPEUTICS (P&T) COMMITTEE	The advisory committee to AHCCCS, which is responsible for developing, managing, updating, and administering the AHCCCS Drug List. The P&T Committee is primarily comprised of physicians, pharmacists, nurses, other health care professionals and community members.
PHYSICAL THERAPY (PT)	Medically ordered treatments to restore, maintain, or improve muscle tone, joint mobility, or physical function; and to attain or acquire a particular skill or function never learned or acquired and maintain that function once acquired as specified in A.R.S. § 32-2001.
PHYSICIAN SERVICE	Medical assessment, treatments, and surgical services provided by licensed allopathic or osteopathic physicians within the scope of practice.
PLAN-DO-STUDY-ACT (PDSA) - CYCLE	A scientific method for testing a change or intervention, designed to result in improvement in a specific area. The cycle designed to result in improvement in a specific area. The cycle is completed by planning the change/intervention, trying it, observing the results, and acting on what is learned. When these steps are conducted over a relatively short time period (e.g., over days, weeks, months), the approach is also known as Rapid Cycle Improvement.
PLAN-DO-STUDY-ACT (PDSA) - METHOD	A four step model to test a change that is implemented. Going through the prescribed four steps utilizing one or more PDSA cycles guides the thinking process into breaking down the task into steps and then evaluating the outcome, improving on it, and testing again.
PLANNING TEAM <i>Revised: 01/22</i>	A defined group of individuals that shall include the member/Health Care Decision Maker (HCDM) and with the member's/HCDMs consent, their individual representative, Designated Representative (DR), and any individuals important in the member's life, including but not limited to extended family members, friends, service providers, community resource providers, representatives from religious/spiritual organizations, and agents from other service systems like Department of Child Safety (DCS). The size, scope, and intensity of involvement of the team members are determined by the objectives of the Planning Team to best meet the needs and individual goals of the member.
POST STABILIZATION CARE SERVICES	Medically necessary services, related to an emergency medical condition provided after the member's condition is sufficiently stabilized in order to maintain, improve, or resolve the member's condition so that the member could alternatively be safely discharged or transferred to another location as specified in 42 CFR 438.114(a).

POST-PAYMENT RECOVERY	Subsequent to payment of a service by a Contractor, efforts by that Contractor, to retrieve payment from a liable third party. Pay and Chase is one type of post-payment recovery.
POSTPARTUM	The period that begins on the last day of pregnancy and extends through the end of the month in which the 60-day period following termination of pregnancy ends. Quality measures used in maternity care quality improvement may utilize different criteria for the postpartum period.
POSTPARTUM CARE	Health care provided for a period that begins on the last day of pregnancy and extends through the end of the month in which the 60-day period following termination of pregnancy ends.
POTENTIAL ENROLLEE	A Medicaid-eligible recipient who is not yet enrolled with a Contractor as specified in 42 CFR 438.10(a).
POTENTIAL MEMBER	A Medicaid-eligible recipient who is not yet enrolled with a Contractor or a member during Annual Enrollment Choice (AEC).
POTENTIAL PLAN LISTING (PPL)	A file which provides the Contractor with the basic demographic information of all members who may be joining or leaving.
PRACTICAL SUPPORT	Non-billable services provided to a member by a family member, friend, or volunteer to assist or perform functions such as, but not limited to housekeeping, personal care, food preparation, shopping, pet care, or non-medical comfort measures.
PRACTICE SITE	A physical location in which ambulatory Targeted Incentive (TI) projects will be conducted. One practice site can participate in multiple areas of concentration (e.g., an AHCCCS-registered Integrated Clinic can participate in a primary care and Behavioral Health area of concentration).
PRACTITIONER	Refers to certified nurse practitioners in midwifery, physician assistant(s), and other nurse practitioners. Physician assistant(s) and nurse practitioners as specified in A.R.S. Title 32, Chapters 15 and 25, respectively.
PRE-ADMISSION SCREENING (PAS)	A process of determining an individual's risk of institutionalization at a Nursing Facility (NF) or Intermediate Care Facility (ICF) level of care as specified in 9 A.A.C. 28 Article 1.
PRECONCEPTION COUNSELING	The provision of assistance and guidance aimed at identifying/reducing behavioral and social risks, through preventive and management interventions, in women of reproductive age who are capable of becoming pregnant, regardless of whether she is planning to conceive. This counseling focuses on the early detection and management of risk factors before pregnancy and includes efforts to influence behaviors that can affect a fetus prior to conception. The purpose of preconception counseling is to ensure that a woman is healthy prior to pregnancy. Preconception counseling is considered included in the well-woman preventative care visit and does not include genetic testing.

PRE-PETITION SCREENING	The review of each application requesting court ordered evaluations, including an investigation of facts alleged in such application, an interview with each applicant and an interview, if possible, with the proposed patient as pursuant in A.R.S. § 36-501. The purpose of the interview with the proposed patient is to assess the problem, explain the application, and, when indicated attempt to persuade the proposed patient to receive , on a voluntary basis, evaluation, or other services.
PREFERRED DRUG	A medication that has been clinically reviewed and approved by the AHCCCS Pharmacy and Therapeutic (P&T) Committee for inclusion on the AHCCCS Drug List as a preferred drug due to its proven clinical efficacy and cost effectiveness.
PREMIUM	The amount an individual pays for health insurance every month. In addition to the premium, an individual usually has to pay other costs for their health care, including a deductible, copayments, and coinsurance.
PREMIUM TAX	The tax imposed as specified in A.R.S. § 36-2905 and § 36-2944.01 for all payments made to the Contractor for the Contract year.
PRENATAL CARE	The provision of health services during pregnancy which is composed of three major components: <ol style="list-style-type: none"> 1. Early and continuous risk assessment. 2. Health education and promotion. 3. Medical monitoring, intervention, and follow-up.
PREPAID MEDICAL MANAGEMENT INFORMATION SYSTEM (PMMIS)	An integrated information infrastructure that supports AHCCCS operations, administrative activities, and reporting requirements.
PREPONDERANCE OF EVIDENCE	A standard of proof that it is more likely than not that an alleged event occurred.
PRESCRIPTION DRUGS	Prescription medications prescribed by an AHCCCS registered qualified practitioner as a pharmacy benefit, based on medical necessity, and in compliance with Federal and state law as specified in 42 U.S.C 1396r-8 and A.A.C. R9-22-209.
PREVALENT NON-ENGLISH LANGUAGE	A language determined to be spoken by a significant number or percentage of members who have a limited English proficiency.
PREVENTION	Delivered prior to the onset of a condition, these services or interventions are intended to prevent or reduce the risk of developing a behavioral health or substance use problem.
PRIMARY CARE	All health care services and laboratory services customarily furnished by or through a general practitioner, family physician, internal medicine physician, obstetrician/ gynecologist, pediatrician, or other licensed practitioner as authorized by the State Medicaid program, to the extent the furnishing of those services is legally authorized in the State in which the practitioner furnishes them [42 CFR 438.2].

PRIMARY CARE PHYSICIAN	A physician defined as an individual licensed as an allopathic or osteopathic physician as specified in A.R.S. Title 32, Chapter 13, or Chapter 17 and who otherwise meets the definition of Primary Care Provider (PCP).
PRIMARY CARE PROVIDER (PCP)	An individual who meets the requirements as specified in A.R.S. § 36-2901, and who is responsible for the management of the member's health care. A PCP may be a physician defined as an individual licensed as an allopathic or osteopathic physician as specified in A.R.S. Title 32, Chapter 13 or Chapter 17, or a practitioner defined as a physician assistant licensed as specified in A.R.S. Title 32, Chapter 25, or a certified nurse practitioner licensed as specified in A.R.S. Title 32, Chapter 15, or a naturopathic physician for AHCCCS members under the age of 21 receiving EPSDT services. The PCP shall be an individual, not a group or association of individuals, such as a clinic.
PRIMARY HOSPITAL	Hospitals that are licensed institutions with at least six beds whose primary function is to provide diagnostic and therapeutic patient services for medical conditions by an organized physician staff and have continuous nursing services under the supervision of registered nurses.
PRIMARY PREVENTION	The focus on methods to reduce, control, eliminate, and prevent the incidence or onset of physical or mental health disease through the application of interventions before there is any evidence of disease or injury.
PRINCIPAL DIAGNOSIS	The condition established after study to be chiefly responsible for occasioning the admission or care for the member, (as indicated by the Principal Diagnosis on a Uniform Billing (UB) claim form from a facility or the first-listed diagnosis on a Centers for Medicare and Medicaid Services (CMS) 1500 claim line). The Principal Diagnosis should not be confused with the admitting diagnosis or any other diagnoses on the claim. Neither the admitting diagnosis nor any other diagnoses on the claim should be used in the assignment of payment responsibility.
PRINCIPLES OF CAREGIVING	A curriculum prepared under the guidance of the Direct Care Workforce Alliance and adopted by AHCCCS as the standard competencies and curriculum for Direct Care Worker (DCW)s. The curriculum is made available to the public at no cost, and on the AHCCCS website www.azahcccs.gov/dcw .
PRIOR AUTHORIZATION (PA)	A process by which AHCCCS or the Contractor, whichever is applicable, authorizes, in advance, the delivery of covered services based on factors including but not limited to medical necessity, cost effectiveness, compliance with this Article and any applicable contract provisions. Prior Authorization (PA) is not a guarantee of payment as specified in A.A.C. R9-22-101.
PRIOR AUTHORIZATION (PA) REQUEST SUBMISSION PROCESS	The process by which authorization requests are submitted with clinical documentation supporting the medical necessity for the services requested.

<p>PRIOR PERIOD COVERAGE (PPC)</p>	<p>For Title XIX members, the period of time prior to the member’s enrollment with a Contractor, during which a member is eligible for covered services. The timeframe is from the effective date of eligibility to the day a member is enrolled with a Contractor. Refer to 9 A.A.C. 22 Article 1. If a member is made eligible via the Hospital Presumptive Eligibility (HPE) program and is subsequently determined eligible for AHCCCS via the full application process, prior period coverage for the member will be covered by AHCCCS Fee-For-Service (FFS) and the member will be enrolled with the Contractor only on a prospective basis.</p>
<p>PRIOR QUARTER COVERAGE</p>	<p>The period of time prior to an individual’s month of application for AHCCCS coverage, during which a member (limited to children under 19, individuals who are pregnant, and individuals who are in the 60-day postpartum period beginning the last day of pregnancy) may be eligible for covered services. Prior Quarter Coverage is limited to the three month time period prior to the month of application. An applicant may be eligible during any of the three months prior to application if the applicant:</p> <ol style="list-style-type: none"> 1. Received one or more covered services as specified in 9 A.A.C. 22, Article 2 and Article 12, and 9 A.A.C. 28, Article 2 during the month. 2. Would have qualified for Medicaid at the time services were received if the individual had applied regardless of whether the individual is alive when the application is made as specified in R9-22-303. <p>AHCCCS Contractors are not responsible for payment for covered services received during the prior quarter.</p>
<p>PRIORITY POPULATION</p>	<p>Populations that are acknowledged within specific grant or funding requirements, which are identified as the only allowable population subset to spend those specific funds. Priority populations are identified using demographic information. Different grants or funding sources may have varying priority populations.</p>
<p>PRIVATE DUTY NURSING</p>	<p>Nursing services for members who require more individual and continuous care than is available from a Home Health Agency providing intermittent care.</p>
<p>PRIVATE VOCATIONAL PROGRAM <i>Revised: 10/21</i></p>	<p>An Approved Direct Care Worker Training And Testing Program that does not have an AHCCCS Provider Identification (ID) for providing services or is a training Program that is subsidiary of a Direct Care Worker (DCW) agency. Individuals not established as a business organization cannot be a private vocational Program.</p>
<p>PROFESSIONAL FEE</p>	<p>The amount paid for the professional services provided by the pharmacist for dispensing a prescription. The Professional Fee does not include any payment for the drug being dispensed.</p>
<p>PROGRAM CONTRACTOR</p>	<p>Refer to the term Contractor.</p>
<p>PROJECTS FOR ASSISTANCE IN TRANSITION FROM HOMELESSNESS (PATH)</p>	<p>A formula grant funded through the Substance Abuse and Mental Health Services Administration (SAMHSA) for people with a Serious Mental Illness (SMI) designation who are experiencing homelessness.</p>
<p>PROMOTION</p>	<p>Any activity in which marketing materials are given away or displayed with the intent to increase the Contractor’s membership.</p>

PROSTHETIC	Devices prescribed by a physician or other licensed practitioner to artificially replace missing, deformed, or malfunctioning portion of the body, such as artificial upper and lower limbs as specified in A.A.C. R9-22-212.
PROTECTED HEALTH INFORMATION (PHI)	<p>Individually identifiable health information as specified in 45 CFR 160.103(5) about an individual that is transmitted or maintained in any medium where the information is:</p> <ol style="list-style-type: none"> 1. Created or received by a health care provider, health plan, employer, or health care clearinghouse. 2. Relates to the past, present or future physical or mental health condition of an individual, provision of health care to an individual, or payment for the provision of health care to an individual. <p>Protected health information excludes information:</p> <ol style="list-style-type: none"> 1. In education records covered by the Family Educational Rights and Privacy Act as specified in 20 U.S.C. 1232g. 2. In records as specified in 20 USC 1232g(a)(4)(B)(IV). 3. In employment records held by a covered entity in its role as employer, and 4. Regarding an individual who has been deceased more than 50 years.
PROVIDER	Any individual or entity that is engaged in the delivery of services, or ordering or referring for those services, and is legally authorized to do so by the State in which it delivers the services, as specified in 42 CFR 457.10 and 42 CFR 438.2.
PROVIDER – EPSDT	Any individual or entity that is engaged in the delivery of services, or ordering or referring for those services, and is legally authorized to do so by the State in which it delivers the services, pursuant to A.R.S. § 36-2901, 42 CFR 457.10, and 42 CFR 438.2. Providers also include Naturopaths.
PROVIDER - IN-NETWORK	An individual or entity which has signed a provider agreement as specified in A.R.S. § 36-2904 and that has a subcontract, or is authorized through a subcontract, with an AHCCCS Contractor, to provide services pursuant to A.R.S. § 36-2901 et seq. for members enrolled with the Contractor.
PROVIDER - OUT OF NETWORK	An individual or entity that has a provider agreement with the AHCCCS Administration pursuant to A.R.S. § 36-2904 which does not have a subcontract with an AHCCCS Contractor and which provides services specified in A.R.S. § 36-2901 et seq.
PROVIDER AFFILIATION TRANSMISSION (PAT)	A data file which provides details of the providers within the Contractor’s network and is used to measure compliance with network adequacy requirements.
PROVIDER CASE MANAGER	An individual assigned as responsible for locating, accessing, and monitoring the provision of services to individuals in conjunction with a clinical team as specified in A.R.S. Title 9, Chapter 21 and Chapter 28 and Title 6, Chapter 6.

PROVIDER GROUP	Two or more health care professionals who practice their profession at a common location (whether or not they share facilities, supporting staff, or equipment).
PRUDENT LAYPERSON	<p>An individual without medical training who relies on the experience, knowledge, and judgment of a reasonable individual to make a decision regarding whether or not the absence of immediate medical attention will result in:</p> <ol style="list-style-type: none"> 1. Placing the health of the individual in serious jeopardy. 2. Serious impairment to bodily functions, or 3. Serious dysfunction of a bodily part or organ.
PSYCHIATRIC SECURITY REVIEW BOARD (PSRB)	<p>Consists of the following members who are appointed by the governor as specified in A.R.S. § 38-211 as specified in A.R.S. § 31-501 experienced in the criminal justice system:</p> <ol style="list-style-type: none"> 1. One psychiatrist. 2. One psychologist. 3. One individual who is experienced in parole, community supervision or probation procedures. 4. One individual who is from the general public. 5. One individual who is either a psychologist or a psychiatrist.

Q	
QUALIFIED CHILDREN’S HOSPITAL	A healthcare facility that has a contract with the Contractor, is licensed in Arizona as a hospital, is registered with AHCCCS as a participating provider, and is also a freestanding children’s hospital with more than 100 licensed pediatric beds.
QUALIFIED CLINICIAN	A behavioral health professional who is licensed or certified as specified in A.R.S. Title 32, or a behavioral health technician who is supervised by a licensed or certified professional.
QUALIFIED DIRECT CARE WORKER	An individual who demonstrates Direct Care Worker (DCW) competencies by passing the required knowledge and skills tests. The DCW Agency is responsible to determine the DCWs competency to provide care utilizing the agency’s policies and procedures, the DCW job description and the supports needs of the member’s served by the DCW. In some instances qualified DCWs may not yet be employed or contracted by a DCW Agency.
QUALIFIED INTERPRETER	An interpreter who via a Video Remote Interpreting (VRI) service or an on-site appearance: Adheres to generally accepted interpreter ethical principles, including client confidentiality; has demonstrated proficiency in speaking and understanding both spoken English and at least one other spoken language; and is able to interpret effectively, accurately, and impartially, both receptively and expressly, to and from such language(s) and English, using any necessary specialized vocabulary, terminology and phraseology as specified in 45 CFR 92.4.
QUALIFIED MEDICARE BENEFICIARY DUAL ELIGIBLE MEMBER (QMB DUAL)	An individual determined eligible as specified in A.A.C. R9-29- Article 2 for Qualified Medicare Beneficiary (QMB) and eligible for acute care services provided as specified in 9 A.A.C. Chapter 22 or ALTCS services provided as specified in 9 A.A.C. Chapter 28. A QMB Dual receives both Medicare and Medicaid services and cost sharing assistance as specified in A.A.C. R9-29-101.
QUALIFIED MEDICARE BENEFICIARY ONLY (QMB ONLY)	An individual who qualifies to receive Medicare services only and cost-sharing assistance, known as Qualified Medicare Beneficiary (QMB) Program as specified in R9-29-101.B.
QUALIFIED TRANSLATOR	A translator who: adheres to generally accepted translator ethic principles, including client confidentiality; has demonstrated proficiency in writing and understanding both written English and at least one other written non-English language; and is able to translate effectively, accurately, and impartially to and from such language(s) and English, using any necessary specialized vocabulary, terminology and phraseology as specified in 45 CFR 92.4.
QUALITY MANAGEMENT (QM)	The evaluation and assessment of member care and services to ensure adherence to standards of care and appropriateness of services; can be assessed at a member, provider, or population level.

QUALITY OF CARE (QOC)	An expectation that, and the degree to which the health care services provided to individuals and patient populations improve desired health outcomes and are consistent with current professionally recognized standards of care and service provision. (Definition adapted from The Institute of Medicine).
QUALITY OF CARE (QOC) CONCERN	An allegation that any aspect of care, or treatment, utilization of behavioral health services or utilization of physical health care services that caused or could have caused an acute medical or psychiatric condition or an exacerbation of a chronic medical or psychiatric condition and may ultimately cause the risk of harm to an AHCCCS member.

R	
RAPID RESPONSE	A process that occurs when a child enters into DCS custody. When this occurs, a behavioral health service provider is referred and then dispatched within 72 hours to assess a child's immediate behavioral health needs and to refer the child for additional assessments through the behavioral health system.
RATE CODE	Eligibility classification for capitation payment purposes.
RE-ENGAGEMENT <i>Revised: 10/21</i>	Activities designed to encourage individuals to continue participating in services.
READMISSION	A return to the facility following a temporary absence for hospitalization or for therapeutic leave.
RECEIVING CONTRACTOR	The Contractor with which the member will become enrolled as a result of Annual Enrollment Choice, open enrollment, a Contractor change or a change in eligibility.
RECERTIFICATION	A process through which the provider shall submit current credentials and confirm: <ol style="list-style-type: none"> 1. That it holds valid licensure/certification in accordance with the laws of any State in which its purports to be licensed/ certified, and 2. Its licensure/certification has not expired and does not have any limitations.
RECOVERY ROOM EXTENSION	An outpatient extended recovery to allow the physician to monitor the condition for an extended period of time beyond the standard recovery room.
REDETERMINATION	A decision made by the AHCCCS/Division of Member and Provider Services (DMPS) regarding whether a member continues to meet the requirements as specified in A.A.C. R9-22-1305.
REDUCTION OF SERVICE	A decision to reduce the frequency or duration of an ongoing behavioral health service. A Reduction of Service does not include a planned change in service frequency or duration that is initially identified in the individual's service plan and agreed to in writing by the individual receiving services or their Health Care Decision Maker (HCDM).
REENROLLMENT	A process through which a provider that has been terminated, deactivated, or otherwise removed as a state Medicaid provider, seeks to reactivate its enrollment. A reenrollment is subject to the same requirements as a new enrollment, including but not limited to disclosure, screening, and fingerprint-based background check requirements.
REFERRAL	A verbal, written, telephonic, electronic, or in-person request for health services.

REGIONAL BEHAVIORAL HEALTH AUTHORITY (RBHA)	<p>Effective October 01, 2022, refer to AHCCCS COMPLETE CARE - REGIONAL BEHAVIORAL HEALTH AGREEMENT (ACC-RBHA) or (RBHA) CONTRACTOR.</p> <p>A contracted Managed Care Organization (also known as a health plan) responsible for the provision of comprehensive behavioral health services to all eligible individuals assigned by the administration and provision of comprehensive physical health services to eligible individuals with a Serious Mental Illness (SMI) designation who are enrolled by the Administration.</p>
REGISTERED DIETICIAN	<p>An individual who meets all the requirements for membership in the American Dietetic Association, has successfully completed the examination for registration and maintains the continuing education requirements.</p>
REHABILITATION	<p>Physical, occupational, and speech therapies, and items to assist in improving or restoring an individual's functional level as specified in A.A.C. R9-22-101.</p>
REHABILITATION SERVICES ADMINISTRATION/VOCATIONAL REHABILITATION (RSA/VR)	<p>An administration within the Department of Economic Security (DES) that oversees several programs which are designed to assist eligible individuals who have disabilities to achieve employment outcomes and enhanced independence by offering comprehensive services and supports. VR is a program under RSA that provides a variety of services to individuals with disabilities, with the ultimate goal to prepare for, enter into, or retain employment.</p>
REINSURANCE	<p>A stop-loss program provided by AHCCCS to the Contractor for the partial reimbursement of covered medical services for the contract year. Reinsurance case types include but are not limited to regular, catastrophic, and transplant. These case types may have different qualifying criteria and reimbursement.</p>
RELINQUISHING CONTRACTOR	<p>The Contractor in which the member will be leaving as a result of Annual Enrollment Choice, open enrollment, a Contractor change or a change in eligibility.</p>
REMANDED JUVENILE	<p>An individual under 18 years of age who has been transferred to the criminal division of the Superior Court pursuant to A.R.S. § 8-327 or who has been charged with an offense pursuant to A.R.S. § 13-501; and has not been sentenced, pursuant to A.R.S. § 13-701 on the charges pending against the juvenile in the criminal division of the Maricopa County Superior Court pursuant to A.R.S. § 8-327 or A.R.S. § 13-501.</p>
REMOTE PATIENT MONITORING <i>Revised: 04/22</i>	<p>Personal health and medical data collection from a member in one location via electronic communication technologies, which is transmitted to a provider in a different location for use in providing improved chronic disease management, care, and related support. Such monitoring shall be either synchronous (real-time) or asynchronous (store and forward).</p>

REORGANIZATION	An arrangement where a company attempts to restructure to ensure it can continue operations. In Reorganization, a company may work with its creditors to restate liabilities in an effort to meet financial obligations and avoid a bankruptcy.
REPRODUCTIVE AGE	AHCCCS members, regardless of gender, from 12 to 55 years of age.
REQUEST FOR PROPOSAL (RFP)	A document prepared by AHCCCS which describes the services required and which instructs a prospective Offeror how to prepare a response (Proposal).
RESIDENT ASSESSMENT INSTRUMENT (RAI)	A three-part comprehensive assessment to include the Minimum Data Set (MDS) Version 3.0, the Care Area Assessment (CAA) process and the RAI Utilization Guidelines. The application of these three components of the RAI yields information about a resident’s functional status, strengths, weaknesses, and preferences, as well as offering guidance on further assessment once problems have been identified.
RESIDENT REVIEW	A subsequent Level II evaluation and determination for existing Nursing Facility (NF) residents, triggered whenever an individual undergoes a significant change in status and that change has a substantial impact on their functioning as it relates to their Mental Illness/Intellectual Disability (MI/ID) status.
RESIDENTIAL CONTRACTOR	Any person, firm, partnership, corporation, association or other organization, or a combination of any of them, that for compensation undertakes to or offers to undertake to, purports to have the capacity to undertake to, submits a bid or responds to a request for qualification or a request for proposals for construction services to, or does themselves or by or through others, within residential property lines: <ol style="list-style-type: none"> 1. Construct, alter, repair, add to, subtract from, improve, move, wreck, or demolish any residential structure, such as houses, townhouses, condominiums or cooperative units and any appurtenances on or within residential property lines. 2. Connect such a residential structure to utility service lines, metering devices or sewer lines. 3. Provide mechanical or structural service for any such residential structure. Residential Contractor does not include an owner making improvements to the owner's property.
RESPONSIBLE CONTRACTOR - ID CARD PRODUCTION	The Contractor with which the member is enrolled for their physical health services.

RESTRAINT	<p>Personal restraint, mechanical restraint or drug used as a restraint and is the following as specified in 42 CFR 482.13(e)(1):</p> <ol style="list-style-type: none"> 1. Any manual method, physical or mechanical device, material, or equipment that immobilizes or reduces the ability of a behavioral health recipient to move his or her arms, legs, body, or head freely. 2. A drug or medication when it is used as a restriction to manage the behavioral health recipient’s behavior or restrict the behavioral health recipient’s freedom of movement and is not a standard treatment or dosage for the behavioral health recipient’s condition. 3. A restraint does not include devices, such as orthopedically prescribed devices, surgical dressings or bandages, protective helmets, or other methods that involve the physical holding of a behavioral health recipient for the purpose of conducting routine physical examinations or tests, or to protect the behavioral health recipient from falling out of bed, or to permit the behavioral health recipient to participate in activities without the risk of physical harm (this does not include a physical escort).
RETROSPECTIVE REVIEW	The process of determining the medical necessity of a treatment/service post-delivery of care.
REVALIDATION	A process that occurs periodically after enrollment by which a provider is subject to the same screening, disclosures, and as applicable, Fingerprint-based Criminal Background Check (FCBC) requirements as a new enrollment, and through which a provider shall verify the accuracy of its enrollment information.
RISK ANALYSIS	The assessment of the risks and vulnerabilities that could negatively impact the confidentiality, integrity, and availability of the electronic protected health information held by a covered entity, and the likelihood of occurrence.
RISK CONTRACT	<p>A Contract between the State and Managed Care Organization (MCO), under which the Contractor:</p> <ol style="list-style-type: none"> 1. Assumes risk for the cost of the services covered under the Contract, and 2. Incurs loss if the cost of furnishing the services exceeds the payments under the Contract as specified in 42 CFR 438.2.
RISK GROUP	Grouping of rate codes that are paid at the same capitation rate.
RISK MANAGEMENT	The actual implementation of security measures to sufficiently reduce an organization’s risk of losing or compromising its electronic protected health information and to meet the general security standards.

ROOM AND BOARD (R&B)	The amount paid for food and/or shelter. Medicaid funds can be expended for room and board when an individual lives in an institutional setting (e.g., nursing facility, Intermediate Care Facility [ICF]). Medicaid funds cannot be expended for room and board when a member resides in an Alternative Home and Community Based Service (HCBS) Setting (e.g., Assisted Living Home, Behavioral Health Residential Facilities [BHRF]) or an apartment like setting that may provide meals.
ROSTER BILLING	Any claim that does not meet the standardized claim requirements as specified in 9 A.A.C. 22, Article 7.
RURAL HEALTH CLINIC (RHC)	A clinic located in an area designated by the Bureau of Census as rural, and by the Secretary of the Department of Health and Human Services (DHHS) as medically underserved or having an insufficient number of physicians, which meets the requirements as specified in 42 CFR 491.

S

SANCTION	<p>A monetary and/or non-monetary penalty assessed or applied for failure to demonstrate compliance in one or more areas of contractual responsibility. Non-monetary penalties may include, but are not limited to:</p> <ol style="list-style-type: none"> 1. Appointment of temporary management for the Contractor, granting the Contractor’s enrollees the right to terminate enrollment with the Contractor. 2. Suspension of auto-assignment and/or new enrollment, and/or 3. Suspension of payment to the Contractor until Centers for Medicare and Medicaid (CMS) or the State is satisfied that the reason for imposition of the sanction no longer exists and is not likely to recur.
SCOPE OF WORK	<p>Those provisions of the Solicitation/Contract that specify the work and/or results to be achieved by the Contractor.</p>
SCREENING AGENCY	<p>A health care agency licensed by Arizona Department of Health Services (ADHS) and that provides those services required of such agency as pursuant in A.R.S. § 36-501.</p>
SECLUSION	<p>The restriction of a member to a room or area through the use of locked doors or any other device or method which precludes a member from freely exiting the room or area or which a member reasonably believes precludes their unrestricted exit as specified in A.A.C. R9-21-101(B).</p> <p>In the case of an inpatient facility, confining a client to the facility, the grounds of the facility, or a ward of the facility does not constitute seclusion. In the case of a community residence, restricting a client to the residential site, according to specific provisions of a service plan or court order, does not constitute seclusion, as specified in A.A.C. R9-21-101(B).</p>
SECONDARY HOSPITAL	<p>Hospitals capable of providing the majority of hospital based services, both general medical and surgical, often Obstetrician (OB) and other services, but limited with regards to specialist access.</p>
SECTION 1115 DEMONSTRATION WAIVER	<p>Refers to section 1115 of the Social Security Act (SSA). States must comply with Title XIX (Medicaid) and Title XXI (Children’s Health Insurance Program) of the SSA. AHCCCS has been providing Medicaid since October 1, 1982, making AHCCCS exempt from specific provisions of the SSA, pursuant to an 1115 Research and Demonstration Waiver.</p>
SECURED BEHAVIORAL HEALTH RESIDENTIAL FACILITY (BHRF)	<p>Refer to the term Behavioral Health Residential Facility (BHRF) – Secured.</p>

SECTION 8	A more common name for the Housing Choice Voucher Program which is sponsored by Housing and Urban Development (HUD). Qualified applicants receive vouchers which are used to subsidize the cost of housing. These vouchers are awarded to individuals who meet certain income requirements. The goal of these programs is to provide affordable low cost housing to low income occupants.
SELF-DIRECTED ATTENDANT CARE (SDAC)	A service option offered to members who are elderly and/or have physical disabilities and who reside in their own home. Within this option, members utilize a Direct Care Worker (DCW) to perform tasks such as homemaking, personal care, and general supervision. The DCW may also provide limited skilled services in specific circumstances. This service differs from traditional attendant care in that the DCW who provides these services is an employee, not of an agency, but of the member who hires, trains, and supervises the caregiver. The member is supported by a Fiscal Employer Agent.
SELF-HELP/PEER SERVICES (PEER SUPPORT)	Supports intended for members and/or their families who require greater structure and intensity of services than those available through community-based recovery fellowship groups and who are not yet ready for independent access to community-based recovery groups.
SELF-NEGLECT	An adult's inability, due to a physical or mental impairment or diminished capacity to perform essential self-care tasks, including: <ol style="list-style-type: none"> 1. Obtaining essential food, clothing, shelter, and medical care. 2. Obtaining goods and services necessary to maintain minimum physical health, mental health, or general safety, or 3. Managing one's own financial affairs.
SERIOUS EMOTIONAL DISTURBANCE (SED)	Designation for individuals from birth until the age of 18 who currently meet or at any time during the past year have met criteria for a mental disorder – including within developmental and cultural contexts – as specified within a recognized diagnostic classification system (e.g., most recent editions of the Diagnostic and Statistical Manual of Mental Disorders [DSM], the International Statistical Classification of Diseases and Related Health Problems [ICD]), and who displays functional impairment, as determined by a standardized measure, which impedes progress towards recovery and substantially interferes with or limits the individual's role or functioning in family, school, employment, relationships, or community activities. This definition is not intended to include conditions that are attributable to the physiologic effects of a substance, substance use disorder, are attributable to an intellectual developmental disorder, autism spectrum disorder, or are attributable to another medical condition.
SERIOUS INJURY	Any type of injury requiring medical care or treatment beyond first aid, including, but not limited to: assessment/treatment in an emergency room, treatment center, physician's office, urgent care, or admission to a hospital.

SERIOUS MENTAL ILLNESS (SMI)	A designation as specified in A.R.S. § 36-550 and determined in an individual 18 years of age or older.
SERIOUS MENTAL ILLNESS (SMI) – DECERTIFICATION	The process that results in a modification to an individual’s medical record by changing the behavioral health category designation from Serious Mental Illness (SMI) to general mental health.
SERIOUS MENTAL ILLNESS - DETERMINATION	A determination as to whether or not an individual meets the diagnostic and functional criteria established for the purpose of determining an individual’s eligibility for Serious Mental Illness (SMI) services.
SERIOUS MENTAL ILLNESS (SMI) - EVALUATION	The process of analyzing current and past treatment information including assessment, treatment other medical records and documentation for purposes of making a determination as to an individual’s serious mental illness eligibility.
SMI HOUSING TRUST FUND (HTF)	As specified in A.R.S. § 41-3955.01, a trust fund dedicated to provide capital funding for housing individuals determined SMI.
SUBSTANCE USE DISORDER (SUD)	A range of conditions that vary in severity over time, from problematic, short-term use/abuse of substances to severe and chronic disorders requiring long-term and sustained treatment and recovery management.
SERVICE AUTHORIZATION REQUEST	A request by the member/Health Care Decision Maker (HCDM), and Designated Representative (DR) or a provider for a physical or behavioral health service for the member which requires Prior Authorization (PA) by the Contractor.
SERVICE LEVEL AGREEMENT	A type of subcontract with a corporate owner or any of its Divisions or Subsidiaries that requires specific levels of service for administrative functions or services for the Contractor specifically related to fulfilling the Contractor’s obligations to AHCCCS under the terms of this Contract.
SERVICE PLAN	A complete written description of all covered health services and other informal supports which includes individualized goals, family support services, peer-and-recovery support, care coordination activities and strategies to assist the member in achieving an improved quality of life.
SETTING IN WHICH NORMAL LIFE ACTIVITIES TAKE PLACE	A setting other than a hospital, nursing facility, Intermediate Care Facility (ICF) for individuals with intellectual/developmental disabilities or any setting in which payment is or could be made under Medicaid for inpatient services that include room and board.
SHALL	Something is mandatory as specified in A.A.C. R2-7-101.
SHARE OF COST (SOC)	The amount an ALTCS member is required to pay toward the cost. of long term care services.

SIGNIFICANT CHANGE	A major decline or improvement in the resident's status that will not normally resolve itself without further intervention by staff or by implementing standard disease-related clinical interventions, that has an impact on more than one area of the resident's health status and requires interdisciplinary review or revision of the care plan, or both as specified in 42 CFR 483.20.
SIMPLE-MAJORITY	Minimum number that is greater than 50 percent. With respect to approving a motion, a simple majority of the quorum present at the Committee meeting must vote in favor of the motion in order for the motion to be approved. Committee members who are AHCCCS staff do not have voting rights.
SKILLED SERVICE	<p>A Competent Member, who is Medically Stable, or the member's legal guardian may employ an attendant care worker to also provide the following Skilled Services as specified in A.A.C. R9-28-508(G) including:</p> <ol style="list-style-type: none"> 1. Bowel care, including: <ol style="list-style-type: none"> a. Suppositories, b. Enemas, c. Manual evacuation, and d. Digital stimulation. 2. Bladder catheterizations (non-indwelling) that do not require a sterile procedure. 3. Wound care (non-sterile). 4. Glucose monitoring. 5. Glucagon as directed by the health care provider. 6. Insulin by subcutaneous injection only if the member is not able to self-inject. 7. Permanent gastrostomy tube feeding, and 8. Additional services requested in writing with the approval of the Director and the Arizona State Board of Nursing.
SOCIAL NETWORKING ACTIVITY	The use of Social Networking Applications, to support learning and engagement through the development of Contractor-specific Social Networking Application sites/pages, and Broadcast activities.
SOCIAL NETWORKING APPLICATION	Web based services/platforms (excluding the Contractor's State mandated website content, member portal, and provider portal) for online collaboration that provide a variety of ways for users to interact, such as email, comment posting, image sharing, invitation, and instant messaging services – collectively also referred to as social media (e.g., Facebook).
SOCIAL NETWORKING - FRIENDS/FOLLOWERS	Individuals who choose to interact through online social networks by creating accounts or pages and proactively connecting with others.

SOCIAL NETWORKING -TAGS/TAGGING	Placing personal identification information within a picture or video. Tags generally are presented as hovering links to additional information about the individual identified.
SOCIAL NETWORKING-USERNAME	An identifying pseudonym associating the author to messages or content generated.
SOCIAL WORKER	An individual who possesses a baccalaureate or master’s degree in social work from a school or program accredited by the Council on Social Work Education. Social workers shall comply with the licensing and certification requirements of the state(s) or jurisdiction(s) in which she or he practices and shall possess the skills and professional experience necessary to practice social work.
SPECIAL ASSISTANCE	The support provided to a member designated as Seriously Mentally Ill who is unable to articulate treatment preferences and/or participate effectively in the development of the Service Plan, Inpatient Treatment, and Discharge Plan (ITDP), grievance and/or appeal processes due to cognitive or intellectual impairment and/or medical condition.
SPECIAL HEALTH CARE NEEDS (SHCN)	Serious and chronic physical, developmental, or behavioral conditions requiring medically necessary health and related services of a type or amount beyond that required by members generally; that lasts or is expected to last one year or longer and may require ongoing care not generally provided by a Primary Care Provider (PCP).
SPECIALIST	A Board-eligible or certified physician who declares themselves as a specialist and practices a specific medical specialty. For the purposes of this definition, Board-eligible means a physician who meets all the requirements for certification but has not tested for or has not been issued certification.
SPECIALIST SUPPORT AND REHABILITATION SERVICES PROVIDERS	Provide either a limited scope of Support and Rehabilitation Services (such as primarily specializing in respite services or skills training services) and/or services that may be designed for a specific population, age, gender, frequency, duration, or some other factor (such as a service specializing in working with teenagers or those with a history of displaying harmful sexual behaviors).
SPECIALIZED SERVICE	Services provided to individuals with Mental Illness/Intellectual Disability (MI/ID) or with a related condition residing in a nursing facility. These services exceed those typically provided by a nursing facility under its daily or per diem rate and address the individualized needs related to an individual’s MI/ID, or related condition, as identified through the Pre-Admission Screening and Resident Review (PASRR) Level II Evaluation.
SPECIALTY PHYSICIAN	A physician who is specially trained in a certain branch of medicine related to specific services or procedures, certain age categories of patients, certain body systems, or certain types of diseases.
SPECIALTY PROVIDER	Behavioral Health service that is not available in the Behavioral Health Home.

SPECIFIED LOW-INCOME MEDICARE BENEFICIARY (SLMB)	An individual who qualifies as a Medicare beneficiary and for cost sharing assistance with the individual's Part B premium is known as a Specified Low Income Medicare Beneficiary (SLMB). This individual does not qualify for Qualified Medicare Beneficiary (QMB) due to the individual's income exceeding the QMB Federal Poverty Level (FPL).
SPEECH THERAPY (ST)	Diagnostic and treatment services that include evaluation, program recommendations for treatment and/or training in receptive and expressive language, voice, articulation, fluency, rehabilitation, and medical issues dealing with swallowing.
STABILIZED	With respect to an emergency medical condition, means that no material deterioration of the condition is likely, within reasonable medical probability, to result from or occur during the transfer of the individual from a facility.
STANDING ORDER	An AHCCCS Registered Prescriber's order that can be exercised by other health care workers for a member that meets the designated criteria by the prescribing provider.
STATE	The State of Arizona and Department or Agency of the State that executes the Contract.
STATE CHILDREN'S HEALTH INSURANCE PROGRAM (SCHIP)	State Children's Health Insurance Program under Title XXI of the Social Security Act (Also known as CHIP). The Arizona version of CHIP is referred to as "KidsCare." Refer to the term KidsCare.
STATE FISCAL YEAR	The budget year-State fiscal year: July 1 through June 30.
STATE ONLY TRANSPLANT MEMBERS	Individuals who are eligible under one of the Title XIX eligibility categories and found eligible for a transplant, but subsequently lose Title XIX eligibility under a category other than Adult Group due to excess income become eligible for one of two extended eligibility options as specified in A.R.S. § 36-2907.10 and A.R.S. § 36-2907.11.
STATE OPIOID TREATMENT AUTHORITY (SOTA)	The individual responsible for administrative and clinical oversight of certified Opioid Treatment Programs (OTPs), including, but not limited to planning, developing, educating, and implementing policies and procedures to ensure that opioid dependency treatment is provided at an optimal level.
STATE PLACING AGENCY	The Department of Juvenile Corrections, Department of Economic Security, Arizona Department of Child Safety (DCS), the Arizona Health Care Cost Containment System (AHCCCS) or the Administrative Office of the Court as specified in A.R.S. § 15-1181(12).
STATE-ONLY COVERED SERVICES/NON-TITLE XIX/XXI COVERED SERVICES	A subset of services identified by the Arizona legislature that can be covered under non-Title XIX/XXI funds but are not covered under Title XIX/XXI funds.
STATEWIDE	Of sufficient scope and breadth to address the health care service needs of members throughout the State of Arizona.

<p>STATISTICALLY SIGNIFICANT <i>Revised: 10/21</i></p>	<p>A judgment of whether a result occurs because of chance. When a result is statistically significant, it means that it is unlikely that the result occurs because of chance or random fluctuation. There is a cutoff for determining statistical significance. This cutoff is the significance level. If the probability of a result (the significance value) is less than the cutoff (the significance level), the result is judged to be statistically significant. Refer to Watson’s Analytics Guide at www.ibm.com.</p>
<p>STEP THERAPY</p>	<p>The practice of initiating drug therapy for a medical condition with the most cost-effective and safe drug and stepping up through a sequence of alternative drug therapies if the preceding treatment option fails.</p>
<p>STRETCHER VAN</p>	<p>Refer to the term Transportation - Stretcher Van.</p>
<p>SUBCONTRACT</p>	<p>An agreement entered into by the Contractor with any of the following: a provider of health care services who agrees to furnish covered services to member; or with any other organization or individual who agrees to perform any administrative function or service for the Contractor specifically related to fulfilling the Contractor's obligations to AHCCCS under the terms of this Contract, as specified in 9 A.A.C. 22 Article 1.</p>
<p>SUBCONTRACTOR</p>	<ol style="list-style-type: none"> 1. A provider of health care who agrees to furnish covered services to members. 2. An individual, agency, or organization with which the Contractor, or its Subcontractor, has contracted or delegated some of its management/administrative functions or responsibilities. 3. An individual, agency, or organization with which a fiscal agent has entered into a Contract, agreement, purchase order or lease (or leases of real property) to obtain space, supplies equipment or services provided under the AHCCCS agreement.
<p>SUBSIDIARY</p>	<p>An entity owned or controlled by the Contractor.</p>
<p>SUBSTANCE ABUSE</p>	<p>An individual’s misuse of alcohol or another drug or chemical as specified in A.A.C. R9-10-101, that:</p> <ol style="list-style-type: none"> 1. Alters the individual’s behavior or mental functioning. 2. Has the potential to cause the individual to be psychologically or physiologically dependent on alcohol or another drug or chemical, and 3. Impairs, reduces, or destroys the individual’s social or economic functioning.
<p>SUBSTANCE ABUSE AND MENTAL HEALTH SERVICES ADMINISTRATION (SAMHSA)</p>	<p>A public agency within the U.S. Department of Health and Human Services (HHS) established by Congress in 1992 to make substance use and mental disorder information, services, and research more accessible.</p>
<p>SUBSTANCE USE DISORDER (SUD)</p>	<p>A range of conditions that vary in severity over time, from problematic, short-term use/abuse of substances to severe and chronic disorders requiring long-term and sustained treatment and recovery management.</p>

SUBSTANCE USE DISORDER (SUD) BENEFIT	Items or services for SUD, as specified in the State and in accordance with applicable Federal and State law. Any disorder defined by the State as being or not being a substance use disorder shall be defined to be consistent with generally recognized independent standards of current medical practice. SUD Benefits include long-term care services.
SUPPLEMENTAL SECURITY INCOME (SSI) AND SSI RELATED GROUPS	Eligible individuals receiving income through Federal cash assistance programs under Title XVI of the Social Security Act who are aged, blind or have a disability and have household income levels at or below 100 percent of the Federal Poverty Level (FPL).
SUPPORTIVE HOUSING	Housing, as specified in 24 CFR Part 583, in conjunction with supportive services are provided for tenants if the housing is safe and sanitary and meets any applicable State and local housing codes and licensing requirements in the jurisdiction in which the housing is located and the requirements of this part; and the housing is transitional housing; safe haven; permanent housing for homeless individuals with disabilities; or is a part of, a particularly innovative project for, or alternative method of, meeting the immediate and long-term needs of homeless individuals and families.
SUPPORTIVE HOUSING SERVICES	Services to assist individuals or families to obtain and maintain housing in an independent community setting including the individual's own home or apartments and homes that are owned or leased by a subcontracted provider. These services may include: <ol style="list-style-type: none"> 1. Utility subsidies. 2. Relocation services to an individual or family for the purpose of securing and maintaining housing. 3. Employment services. 4. Budget and finance counseling, and 5. Eviction prevention.
SYSTEM UPGRADE	Any upgrade or changes to a data collection or information system that may result in disruption to Contractor services.

T	
TARGETED CASE MANAGEMENT (TCM)	A covered service provided by the Arizona Department of Economic Security/Division of Developmental Disabilities (DES/DDD) to members with Developmental Disabilities (DD) who are financially eligible for the Title XIX and Title XXI acute care programs, but do not meet the functional requirements of the ALTCS program.
TARGETED INVESTMENT (TI) - PROGRAM	A strategy managed by AHCCCS to provide financial incentives to participating AHCCCS providers to develop systems for integrated care.
TARGETED INVESTMENT PROGRAM – BEHAVIORAL HEALTH PROVIDER <i>Revised: 01/22</i>	An outpatient Behavioral Health provider classified by AHCCCS as Provider Type 77 or Integrated Clinic.
TARGETED INVESTMENT (TI) – PRACTICE SITE <i>Revised: 01/22</i>	A physical location in which ambulatory TI projects will be conducted. One practice site can participate in multiple areas of concentration (for example, an AHCCCS-registered Integrated Clinic can participate in a primary care and Behavioral Health area of concentration).
TARGETED INVESTMENT (TI) – PRIMARY CARE PROVIDER (PCP) <i>Revised: 01/22</i>	A Provider Type 8 (M.D.), 19 (Registered Nurse Practitioner), or 31(D.O.) clinician who delivers primary care as part of a practice team that has AHCCCS attributed members and assumes full responsibility for meeting all of the primary care needs of a group of patients seen at the practice.
TEAM DECISION MAKING (TDM)	A meeting process utilized to discuss a child’s safety and where the child will live when an emergency removal of a child has occurred, or the removal of a child is being considered.
TELEDENTISTRY	The acquisition and transmission of all necessary subjective and objective diagnostic data through interactive audio, video, or data communications by an AHCCCS registered dental provider to a dentist at a distant site for triage, dental treatment planning, and referral.
TELEHEALTH <i>Revised: 04/22</i>	Healthcare services delivered via asynchronous , audio-only, remote patient monitoring, teledentistry, or telemedicine.
TELEMEDICINE <i>Revised: 04/22</i>	The practice of synchronous (real-time) health care delivery, diagnosis, consultation, and treatment and the transfer of medical data through interactive audio and video communications that occur in the physical presence of the member.

TELEHEALTH - ASYNCHRONOUS (STORE AND FORWARD)	Transmission of recorded health history (e.g., pre-recorded videos, digital data, or digital images, such as x-rays and photos) through a secure electronic communications system between a practitioner, usually a specialist, and a member or other practitioner, in order to evaluate the case or to render consultative and/or therapeutic services outside of a synchronous (real-time) interaction. As compared to a real-time member care, asynchronous care allows practitioners to assess, evaluate, consult, or treat conditions using secure digital transmission services, data storage services, and software solutions.
TELEHEALTH - DISTANT SITE	Site at which the provider is located at the time the service is provided via telehealth.
TELEHEALTH - ORIGINATING SITE	Location of the AHCCCS member at the time the service is being furnished via telehealth or where the asynchronous service originates.
TELEHEALTH – AUDIO ONLY	The practice of synchronous (real-time) health care delivery, through interactive audio-only communications.
TELEHEALTH – E- CONSULTS	Asynchronous, non-face-to-face consultations between a primary care provider and a specialist, to discuss a member’s health condition(s) and treatment, using a secure electronic communication platform. They include the transmission of a member’s health information without being in the presence of the member.
TERMINALLY ILL	A medical prognosis of life expectancy for six months or less if the illness runs its normal course.
TERTIARY HOSPITAL	Hospitals with access to a broad range of specialists and equipment necessary and usually receiving their patients from a large catchment area and referral base.
TERTIARY PREVENTION	Aims to soften the impact of an ongoing a behavioral health or Substance Use Disorder (SUD) that has lasting effects. This is done by helping people manage long-term, often-complex health problems and injuries (e.g., chronic diseases, permanent impairments) in order to improve as much as possible their ability to function, their quality of life, and their life expectancy.
THERAPEUTIC FOSTER CARE (TFC)	A family-based placement option for children with serious behavioral or emotional needs who can be served in the community with intensive support.
THERAPEUTIC FOSTER CARE (TFC) - AGENCY PROVIDER	TFC Agency Provider credentialed by MCOs to oversee professional TFC Family Providers and holds contracts with pertinent health plans and/or DCS to provide TFC services to children.

THERAPEUTIC FOSTER CARE (TFC) - FAMILY PROVIDER	Specially trained adult(s) in a family unit licensed by DCS and endorsed to provide TFC services to children. Also known as TFC Parent(s).
THERAPEUTIC FOSTER CARE (TFC) - TREATMENT PLAN	The plan details the specific behavioral goals that the TFC Family and TFC Agency Providers will help the member achieve during member's time in TFC. These TFC treatment goals will be explicit, observable, attainable, tailored to the member's strengths and needs; and will align with the comprehensive ISP of the CFT. The TFC Treatment Plan will outline the steps the TFC Family and TFC Agency Providers will implement to help member attain the FTC treatment goals and thus successfully discharged from TFC.
THIRD-PARTY LIABILITY (TPL)	The legal obligation of third parties (e.g., certain individuals, entities, insurers, or programs) to pay part or all of the expenditures for medical assistance furnished under a Medicaid state plan.
TIERED RECONCILIATION POPULATION	All Children's Rehabilitative Services (CRS) members, with the exception of State Only Transplant members, are subject to this tiered reconciliation.
TITLE XIX	Known as Medicaid, Title XIX of the Social Security Act provides for Federal grants to the states for medical assistance programs. Title XIX enables states to furnish medical assistance to those who have insufficient income and resources to meet the costs of necessary medical services, rehabilitation, and other services, to help those families and individuals become or remain independent and able to care for themselves. Title XIX members include but are not limited to those eligible under Section 1931 of the Social Security Act, Supplemental Security Income (SSI), SSI-related groups, Medicare cost sharing groups, Breast and Cervical Cancer Treatment Program and Freedom to Work Program. Which includes those populations specified in 42 U.S.C. 1396 a(a)(10)(A).
TITLE XIX MEMBER	Those eligible under Section 1931 provisions of the Social Security Act (previously AFDC), Supplemental Security Income (SSI) or SSI-related groups, Medicare Cost Sharing groups, Adult Group at or below 106 percent Federal Poverty Level (Adults \leq 106 percent), Adult Group above 106 percent Federal Poverty Level (Adults $>$ 106 percent), Breast and Cervical Cancer Treatment program, Title IV-E Foster Care and Adoption Subsidy, Young Adult Transitional Insurance, and Freedom to Work.
TITLE XXI	Title XXI of the Social Security Act provides funds to states to enable them to initiate and expand the provision of child health assistance to uninsured, low income children in an effective and efficient manner that is coordinated with other sources of child health benefits coverage.
TITLE XXI MEMBER	Member eligible for acute care services under Title XXI of the Social Security Act, referred to in Federal legislation as the "Children's Health Insurance Program" (CHIP). The Arizona version of CHIP is referred to as "KidsCare."

TOTAL PARENTERAL NUTRITIONAL (TPN) THERAPY	Nourishment provided through the venous system to members with severe pathology of the alimentary tract that does not allow absorption of sufficient nutrients to maintain weight and strength appropriate for the individual's general condition. Nutrients are provided through an indwelling catheter.
TRANSITION TO EMPLOYMENT (TTE)	Provides a member with individualized instruction, training, and support in the meaning, values, and demands of work to promote skill development for integrated and competitive employment.
TRANSITIONAL HOUSING	Housing services that facilitate the movement of homeless individuals and families to permanent housing. A homeless individual may stay in transitional housing for a period not to exceed 24 months.
TRANSLATION	The conversion of written communication from English into the member's preferred language while maintaining the original intent.
TRANSPORTATION - ADVANCED LIFE SUPPORT	Either transportation by ground ambulance vehicle, that has medically necessary supplies and services, and the treatment includes administration of at least three medications by intravenous push/bolus or by continuous infusion, excluding crystalloid, hypotonic, isotonic, and hypertonic solutions (Dextrose, Normal Saline, Ringer's Lactate); or transportation, medically necessary supplies and services, and the provision of at least one ALS procedure as specified in 42 CFR 414.605, including: <ol style="list-style-type: none"> 1. Manual defibrillation/cardioversion. 2. Endotracheal intubation. 3. Central venous line. 4. Cardiac pacing. 5. Chest decompression. 6. Surgical airway, or 7. Intraosseous line.
TRANSPORTATION - AIR AMBULANCE	A helicopter or fixed wing aircraft licensed under Arizona Department of Health Services (ADHS) as mandated in A.R.S. § 36-2201 to be used in the event of an emergency to transport members or to obtain services.
TRANSPORTATION - AMBULANCE	A motor vehicle licensed by Arizona Department of Health Services (ADHS) pursuant to A.R.S. § 36-2201 especially designed or constructed, equipped, and intended to be used, maintained, and operated for the transportation of individuals requiring ambulance services.
TRANSPORTATION - AMBULATORY	A vehicle other than a taxi but includes vans, cars, minibus, or mountain area transport. The AHCCCS member shall be able to transfer with or without assistance into the vehicle and not require specialized transportation modes.

TRANSPORTATION - BASIC LIFE SUPPORT (BLS)	Transportation by ground ambulance vehicle that has medically necessary supplies and services, plus the provision of BLS ambulance services. The ambulance must be staffed by an individual who is qualified in accordance with State and local laws as specified in 42 CFR 414.605.
TRANSPORTATION - EMERGENCY	Emergency ground and air ambulance services required to manage an emergency medical condition of an AHCCCS member at an emergency scene and transport to the nearest appropriate facility. Emergency transportation is needed when due to a sudden onset of a physical or behavioral health condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that the absence of immediate medical attention could be expected to result in: <ol style="list-style-type: none"> 1. Placing the member's health in serious jeopardy. 2. Serious impairment of bodily functions. 3. Serious dysfunction of any bodily organ or part, or 4. Serious physical harm to self or another individual.
TRANSPORTATION - NON-EMERGENCY MEDICAL TRANSPORTATION (NEMT) BROKER	An entity which may provide administrative functions such as scheduling, verifying enrollment, validating service appointments when appropriate, as well as billing.
TRANSPORTATION - PUBLIC	Transportation via buses, trains, or other forms of transportation that run on a set route and schedule and are available to the public.
TRANSPORTATION - STRETCHER VAN	A vehicle that is specifically designed for the purpose of transportation of a member on a medically approved stretcher device. The stretcher shall be secured to avoid injury to the member or other passengers. Safety features of stretcher vans shall be maintained, as necessary. Any additional items being transported shall also be secured for safety. The AHCCCS member shall need to be transported by stretcher and shall be physically unable to sit or stand and any other means of transportation is medically contraindicated.
TRANSPORTATION - TAXI	A vehicle that has been issued and displays a special taxi license plate as specified in A.R.S. § 28-9506.
TRANSPORTATION - WHEELCHAIR VAN	A vehicle that is specifically equipped for the transportation of a member seated in a wheelchair. Wheelchair vans shall include doors wide enough to accommodate loading and unloading of a wheelchair, electronic lifts for loading and unloading wheelchairs, and restraints for securing wheelchairs during transit. Safety features of wheelchair vans shall be maintained, as necessary. Any additional items being transported shall also be secured for safety. The member shall require transportation by wheelchair and shall be physically unable to use other modes of ambulatory transportation.
TREATMENT	A procedure or method to cure, improve, or palliate an individual's medical condition or behavioral health issue as specified in A.A.C. R9-10-101.

TREATMENT LIMITATIONS	Limits on benefits based on the frequency of treatment, number of visits, days of coverage, days in waiting period, or other similar limits on the scope or duration of treatment. Treatment Limitations include both quantitative Treatment Limitations, which are expressed numerically (such as 50 outpatient visits per year), and non-quantitative Treatment Limitations, which otherwise limit the scope or duration of benefits for treatment under a plan or coverage. A permanent exclusion of all benefits for a particular condition or disorder, however, is not a treatment limitation for purposes of this definition.
TREATMENT PLAN	A written plan of services and therapeutic interventions based on a complete assessment of a member's developmental and health status, strengths and needs that are designed and periodically updated by the multi-specialty, interdisciplinary team.
TRIAGE/EMERGENCY MEDICAL SCREENING SERVICES FOR NON-FES MEMBERS	Services provided by acute care hospitals, U.S. Indian Health Service/638 (IHS/638) facilities and urgent care centers to determine whether or not an emergency exists; assessment of the severity of the member's medical condition and determination of what services are necessary to alleviate or stabilize the emergent condition.
TRIBAL ARIZONA LONG TERM CARE SYSTEM (TRIBAL ALTCS) FEE-FOR-SERVICE PROGRAM	A program managed by AHCCCS to provide covered, medically necessary ALTCS services to ALTCS American Indian members who reside on a Tribal reservation in Arizona or resided on a reservation immediately before being placed in a nursing facility or alternative Home and Community Based Services (HCBS) setting off-reservation.
TRIBAL REGIONAL BEHAVIORAL HEALTH AUTHORITY (TRBHA)	A tribal entity that has an intergovernmental agreement with the administration, the primary purpose of which is to coordinate the delivery of comprehensive mental health services to all eligible members assigned by the administration to the tribal entity. Tribal governments, through an agreement with the State, may operate a Tribal Regional Behavioral Health Authority for the provision of behavioral health services to American Indian members as specified in A.R.S. § 36-3401, § 36-3407, and A.A.C. R9-22-1201.
TRIBAL SOVEREIGNTY IN THE UNITED STATES	The inherent authority of indigenous tribes to govern themselves within the borders of the United States of America. The U.S. federal government recognizes tribal nations as "domestic dependent nations" and has established a number of laws attempting to clarify the relationship between the United States federal and state governments and the tribal nations. The Constitution and later federal laws grant to tribal nations more sovereignty than is granted to states or other local jurisdictions, yet do not grant full sovereignty equivalent to foreign nations, hence the term "domestic dependent nations".

TUBERCULOSIS (TB)

A bacterium called Mycobacterium Tuberculosis (TB). The Mycobacterium bacteria usually attacks the lungs, but TB bacteria can attack any part of the body such as the kidney, spine, and brain. Not everyone infected with TB bacteria becomes sick. As a result, two TB-related conditions exist: Latent TB Infection (LTBI) and TB disease. If not treated properly, TB disease can be fatal.

U

<p>UNEXPECTED MATERIAL CHANGE TO THE PROVIDER NETWORK OR BUSINESS OPERATIONS</p>	<p>A material change that was not anticipated by the Contractor. Examples of unexpected changes to the provider network include a provider giving less than 30 days to the Contractor that they would no longer serve Medicaid members, or the Contractor’s failure to reach an agreement with a provider on a contract renewal less than 30 days before the previous contract expires. An example of an unexpected material change to business operations includes the unexpected closure of an administrative services subcontractor.</p>
<p>UNIFORM ASSESSMENT TOOL (UAT)</p>	<p>A standardized tool that is used by Contractors to assess the acuity of nursing facility residents and commonly used for residents residing in Assisted Living Centers (ALC), Assisted Living Homes (ALH) and Adult Foster Care (AFC) settings. The use of the Uniform Assessment Tool (UAT) is not intended to impact how Contractors determine authorizations for specialty levels of care (e.g., wandering dementia, medical sub-acute and behavioral management).</p>
<p>UNITED NETWORK FOR ORGAN SHARING (UNOS)</p>	<p>Private, non-profit organization that manages the nation’s organ transplant system under contract with Organ Procurement and Transplantation Network (OPTN), including managing the national transplant waiting list and maintaining database that contains all organ transplant data for every transplant event that occurs in U.S.</p>
<p>UNITED STATES CORE DATA FOR INTEROPERABILITY (USCDI)</p>	<p>A standardized set of health data classes and constituent data elements for nationwide, interoperable (electronic) health information exchange issued by the Centers for Medicare and Medicaid Services (CMS) Office of the National Coordinator. A USCDI “Data Class” is an aggregation of various Data Elements by a common theme or use case. A USCDI “Data Element” is the most granular level at which a piece of data is exchanged.</p>
<p>URGENT CARE APPOINTMENT</p>	<p>An appointment for medically necessary services to prevent deterioration of health following the acute onset of an illness, injury, condition, or exacerbation of symptoms.</p>
<p>USUAL & CUSTOMARY PRICE (U&C)</p>	<p>The dollar amount of a pharmacy's charge for a prescription to the general public, a special population, or an inclusive category of customers that reflects all advertised savings, discounts, special promotions, or other programs including membership based discounts.</p>
<p>UTILIZATION MANAGEMENT (UM)</p>	<p>Often referred to as utilization review, is a methodology used by healthcare professionals for assessing the medical necessity, appropriateness and cost effectiveness of professional care, services, procedures, and facilities.</p>

V	
VACCINE	A preparation administered to stimulate the production of antibodies and provide immunity against one or several diseases.
VALIDATION	The review of information, data, and procedures to determine the extent to which they are accurate, reliable, free from bias and in accord with standards for data collection and analysis.
VALUE-BASED PURCHASING (VBP) PAYMENT PER VALUE- BASED PURCHASING CONTRACT	A payment from a Contractor to a provider upon successful completion or expectation of successful completion of contracted goals/measures in accordance with the VBP strategy selected for the contract. This is a non-encounterable payment and does not reflect payment for a direct medical service to a member. This payment will typically occur after the completion of the contract period but could include quarterly or semi-annual payments if contract terms specify such payments in recognition of successful performance measurement.
VIRTUAL CLINIC	Integrated services provided in community settings through the use of innovative strategies for care coordination such as Telemedicine, integrated medical records and virtual interdisciplinary treatment team meetings.
VISIT	All services received in one day from a single provider, or components of the same service received in one day from multiple providers, e.g., a surgery in an Ambulatory Surgical Center (ASC) where both the ASC and the surgeon provide the same service.
VULNERABLE ADULT	An individual who is 18 years of age or older and who is unable to protect themselves from abuse, neglect, or exploitation by others because of a physical or mental impairment as specified in A.R.S. § 46-451(A)(10). Vulnerable adult includes an incapacitated individual as specified in A.R.S. § 14-1501.
VOLUNTARY EVALUATION	An inpatient or outpatient professional multidisciplinary service based on analysis of data describing the individual's identity, biography and medical, psychological, and social conditions that is provided after a determination that an individual willingly agrees to consent to receive the service and is unlikely to present a danger to self or others until the service is completed. A voluntary evaluation is invoked after the filing of a pre-petition screening but before the filing of a court ordered evaluation and requires the informed consent of the individual. Additionally, the individual must be able to manifest the capacity to give informed consent.

W	
WAITING LIST	As defined by Organ Procurement and Transplantation Network (OPTN), a computerized list of candidates who are waiting to be matched with specific deceased donor organs for transplant.
WASTE	Over-utilization or inappropriate utilization of services, misuse of resources, or practices that result in unnecessary costs to the Medicaid Program.
WELL EXAM	An annual physical examination in the absence of any known disease, symptom, or specific medical complaint by the member precipitating the examination.
WELL WOMAN HEALTH CHECK PROGRAM (WWHP)	Administered by the Arizona Department of Health Services (ADHS), the Well Woman Health check Program (WWHP) is one of the programs within Arizona National Breast and Cervical Cancer Early Detection Program (AZ-NBCCEDP) that provides breast and cervical cancer screening and diagnosis to uninsured and underinsured women in Arizona.
WHEELCHAIR VAN	Refer to the term Transportation - Wheelchair Van.
WHOLE PERSON CARE	A health care delivery system that addresses the full spectrum of an individual’s needs – medical, behavioral, socioeconomic, and beyond to encourage better health outcomes.
WORK ADJUSTMENT TRAINING (WAT)	<p>A time-limited, transitional, and systematic program designed to assist members with enhancing soft skills (e.g., attendance, hygiene, focus, interaction with coworkers/supervisors) to reach optimal levels of vocational development by utilizing real work activity. Review of progress meetings occur on a regular basis with the member and the support team to make recommendations for continued services.</p> <ol style="list-style-type: none"> 1. WAT programs support members in: <ol style="list-style-type: none"> a. Understanding the meaning, value and demands of work. b. Developing positive work attitudes and habits by increasing interpersonal skills and self-confidence. c. Learning or re-establishing skills, attitudes, personal characteristics, and work behavior, and d. Identifying necessary work characteristics important to obtaining competitive integrated employment.
WORKFORCE DEVELOPMENT OPERATION (WFDO)	The organizational structure of personnel, processes, and resources that the Contractor implements including monitoring and assessing current workforce capacity and capability, forecasting, and planning future workforce capacities and capabilities, and deliver technical assistance to provider organizations to strengthen their Workforce Development (WFD) programs.
WORKFORCE CAPABILITY	The interpersonal, cultural, clinical/medical, and technical competence of the collective workforce or individual worker.

WORKFORCE CAPACITY	The number of qualified, capable, and culturally representative personnel required to sufficiently deliver services to members.
WORKFORCE DEVELOPMENT ALLIANCE (WFDA)	A name given to the WFD Administrators from each Contractor that jointly plan and conduct WFD activities for a particular line of business. Currently there are two WFDA: the ALTCS WFDA and the ACC/RBHA/CMDP WFDA. The ALTCS WFDA includes WFD Administrators from the DDD and ALTCS E/PD Contractors. The ACC/RBHA/CMDP WFDA includes the WFD Administrators from ACC, RBHA, and CMDP Contractors. In addition to conducting joint WFD planning, the ACC/RBHA/CMDP WFDA collectively manages the contract between the Arizona Association of Health Plans (AzAHP) and the Learning Management System (LMS) vendor.
WORKING DAY	Refer to the term Day – Business/Working.
WORKPLACE CONNECTIVITY	The workplace’s linkage to sources of potential workers, information required by workers to perform their jobs, and technologies for connecting to workers and or connecting workers to information.

Z

MISCELLANEOUS

1115 WAIVER	Refer to the term Section 1115 Demonstration Waiver.
1800 REPORT	An AHCCCS generated document, provided quarterly, that identifies Primary Care Physicians (PCPs) with a panel of more than 1800 AHCCCS members.
638 TRIBAL FACILITY	A facility that is owned and/or operated by a Federally recognized American Indian/Alaskan Native Tribe and that is authorized to provide services pursuant to Public Law 93-638, as amended. Also referred to as: tribally owned and/or operated 638 facility, tribally owned and/or operated facility, 638 tribal facility, and tribally-operated 638 health program.
834 ENROLLMENT TRANSACTION FILE	A nightly transaction file provided by AHCCCS to its Contractors. The file identifies newly enrolled members and enrollment changes for existing members.