

CONTRACTOR: _____
 LINE OF BUSINESS: _____
 REVIEWER: _____

The Contractor shall complete a separate checklist for each line of business. The Contractor shall complete column 'B' and may complete column 'C' if applicable. Items below apply to all Contractors, unless otherwise specified.

The Contractor shall provide AHCCCS with guest access or screenshots of the requirement for any information that can only be verified through a secured portal.

MEMBER INFORMATION (THE INFORMATION BELOW SHALL BE INCLUDED ON THE MEMBER'S SECTION OF THE CONTRACTOR'S WEBSITE)						
		CONTRACTOR	CONTRACTOR	AHCCCS		AHCCCS
(A) WEBSITE REQUIREMENTS	(B) URL WHERE INFORMATION IS FOUND	(C) CONTRACTOR NOTES/COMMENTS	(D) YES	(E) NO	(F) AHCCCS COMMENTS	
1.	A member specific link from the Contractor's home page.					
2.	The Contractor toll free, Text Telephone Devices (TTY/TDY) customer service, and nurse triage line telephone number(s). <i>All ACC, ACC-RBHA, ALTCS E/DP, and CHP contractors are prohibited from having separate customer service phone numbers for physical health and behavioral health services.</i>					
3.	The information is available in a format that can be retained and printed.					
4.	A current member handbook in a machine-readable file and format.					

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5.	Any AHCCCS approved inserts or updates to the current member handbook that have not been incorporated into the member handbook.					
6.	Current and past three member newsletters.					
7.	Availability and accessibility of behavioral health crisis services to include a single statewide crisis hotline telephone number prominently displayed on the website. The TRBHA crisis lines must be included on the website when appropriate.					
8.	For ACC-RBHA, ALTCS E/PD, and DDD Contractors Only: Complaint, grievance, appeal, and request for hearing information for each group listed below: <ul style="list-style-type: none"> Members determined SMI, ACC-RBHA only: members not determined SMI and not eligible for Title XIX/XXI services. 					
9.	General information about filing a member's grievance or appeal and request for hearing.					
10.	General information about obtaining interpreter and translation services.					

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11.	Information about the Non-Emergency Medical Transportation (NEMT) benefit as outlined in AMPM 310-BB, including how to obtain NEMT services and guidance on the scheduling process.					
12.	AHCCCS member survey results via link to AHCCCS website.					
13.	AHCCCS provider survey results via link to AHCCCS website.					
14.	The Performance measure results via link to AHCCCS website.					
15.	The Contractor member survey results, as available.					
16.	The Contractor provider survey results, as available.					

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17.	<p>The Contractors shall include a drug list which includes, but is not limited to, the AHCCCS Drug List.</p> <p>The Contractors may link to the AHCCCS website for the AHCCCS Drug List.</p> <p>The drug list shall be updated quarterly or within 30 days of AHCCCS notification. The following shall be available in a searchable, machine readable file and a, user friendly format:</p> <ul style="list-style-type: none"> • A comprehensive medication drug list by drug classification, the brand name and/or generic name of the medication, including notations for all medications that require a Prior Authorization (PA), • A medication drug list by drug class, • A specific (individual) drug look-up capability. • For ACC-RBHA only: AHCCCS approved Crisis Drug List. 				

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18. The Patient Access Application Programming Interface (API) information, including: <ul style="list-style-type: none"> • URL where the Contractor posts Patient Access API • URL where the Contractor posts member educational resources for the Patient Access API • URL where the plan posts member educational resources for the Provider Access and Payer-to-Payer API • URL where the Contractor posts: <ul style="list-style-type: none"> ○ The number of unique members whose data is transferred via the Patient Access API to a health app selected by the member ○ The total number of unique members whose data was transferred more than once via the Patient Access API to a health app designated by the member 						

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<p>19. A user-friendly, searchable provider directory (including specialists for referrals). The directory shall be made available in a machine-readable file and format and include the following search functions and be current and updated within 15 days of a network change, if necessary:</p> <ul style="list-style-type: none"> • Name of provider or facility, • Provider or Service Type, • Specialty, • Languages spoken by Practitioner, • Office Locations (e.g., County, City, or zip code). <p>The search results shall show the provider's name as well as any group affiliation, street address(es) at which the provider offers services, telephone number(s), web site URL as appropriate, specialty as appropriate, whether the provider will accept new enrollees, the provider's cultural and linguistic capabilities, including languages (including American Sign Language) offered by the provider or a skilled medical interpreter at the provider's office, whether the provider offers covered services via telehealth, and identifying network provider offices that offer reasonable accommodations for members such as: physical access, accessible equipment, and culturally competent communications with physical disabilities.</p>					

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20.	The information on the Contractor's role in helping school administrators and leaders connect with behavioral health providers statewide to meet their students' needs.					
21.	The information describing the Contractor's role in supporting coordination between Housing and Health Opportunities (H2O) Providers, Enhanced Shelters, the Statewide Housing Administrator, and behavioral health providers to address member needs, including where to find resources for support with Health-Related Social Needs (HRSNs). This may also include a link to the Contractor's Community Resource Guide, which contains information on local resources that provide support for member Health-Related Social Needs within the Contractor's Geographic Service Area (GSA). <i>Only applies to Contractors serving individuals with Serious Mental Illness (SMI).</i>					
22.	A Community Resource Guide that contains information on where to find and how to access resources addressing Health-Related Social Needs within the Contractor's Geographic Service Area (GSA).					

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<p>23. A listing of providers who are formally trained in or specialize in the diagnosis of Autism Spectrum Disorder (ASD) on its website. This list is separate from the list of providers that specialize in the treatment of individuals with ASD including which diagnostics meet The requirements for eligibility under the DES DDD. This shall include information for members with ASD on how to access specialized services. At a minimum, the listing shall include the following fields:</p> <ul style="list-style-type: none"> • Group Practice Name (or Agency Name), • Address, • Phone Number, • Provider Name, • Type of Provider, and • Specialized Age Range. <p>The type of provider shall be based on formal licensure (e.g., MD, Psychologist) and may list additional specialty information for the practitioner (e.g., psychiatrist, developmental pediatrician, neuropsychologist, etc.). The Contractor shall ensure that any licensure type listed is based on AAC R4-6, AAC R4-16, AAC R4-26.</p> <p>The web pathway for the members accessing this list shall be easily available and navigable within the Contractor's website, using a simple keyword search for autism or other similar term.</p>					

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A statement to be provided within the Contractor notes/comments column for how often and when the listing of providers who specialize in diagnosing ASD is regularly monitored to ensure that it is accurate.						

IMPLEMENTATION DATE

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<p>24. A listing of providers who specialize in the treatment of individuals with ASD on its website. This list is separate from the list of providers that specialize in the diagnosing of ASD. This shall include information for members and their families on how to access specialized treatment services including but not limited to Applied Behavior Analysis (ABA). Information shall reflect other treatment modalities designed to meet the needs of individuals diagnosed with ASD. At a minimum the listing shall include the following fields:</p> <ul style="list-style-type: none"> • Group Practice Name (or Agency name), • Address, • Phone Number, • Provider Name, • Treatment Type, and • Specialized Age Range. <p>The web pathway for the members accessing this list shall be easily available and navigable within the Contractor's website, using a simple keyword search for autism or other similar term.</p> <p>A statement to be provided within the Contractor notes/comments column for how often and when the listing of providers who specialize in treatment of ASD is regularly monitored to ensure that it is accurate.</p>					

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25. For Out-of-State Placements for Behavioral Health Treatment: A listing of out-of-State facilities contracted to meet the unique circumstances or clinical needs of members and includes the facility specializations.						
26. Prominently identify a list of Substance Use Disorder (SUD)/Medications for Opioid Use Disorder (SUD/MOUD) providers who serve adolescents and pregnant members. This list shall be kept up to date and shall be easily accessible.						
27. The information on the Contractor's process for referrals and provision of Augmentative and Alternative Communication related services, including Augmentative and Alternative Communication device evaluations.						
28. The items and services that require Prior Authorization (PA) and PA criteria.						

29.	<p>The Prior Authorization (PA) data from the previous calendar year for all items and services (excluding drugs covered at the plan level) as outlined in 42 CFR 438.210 (f), including the following publicly reported metrics:</p> <ul style="list-style-type: none"> • A list of all items and services that require prior authorization, • The percentage of standard prior authorization requests approved, aggregated for all items and services, • The percentage of standard prior authorization requests denied, aggregated for all items and services, • The percentage of standard prior authorization requests approved after appeal, aggregated for all items and services, • The percentage of prior authorization requests for which the timeframe was extended, and the request was approved, aggregated for all items and services, • The percentage of expedited prior authorization requests approved, aggregated for all items and services, • The percentage of expedited prior authorization requests denied, aggregated for all items and services, • The average and median time elapsed between the submission of a request and a determination by the MCO for standard prior authorizations, aggregated for all items and services, and • The average and median time elapsed between the submission of a request and a decision by the MCO, for expedited prior authorizations, aggregated for all items and services <p>CHP and DDD may meet this requirement by linking to their subcontracted Health Plans' PA webpages.</p>					
30.	Medical Determination Criteria and Clinical Practice Guidelines.					
31.	The Contractor's completed Mental Health Parity Analysis.					

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32.	The Behavioral Health Residential Facility (BHRF) Medical Necessity Criteria as outlined in AMPM Policy 320-V.					
33.	The designated contact person contact information is prominently displayed on the website as outlined in ACOM Policy 449.					
34.	Easy to find information and contact points for the Contractor's Office of Individual and Family Affairs (OIFA) department.					

PROVIDER INFORMATION (THE INFORMATION BELOW SHALL BE INCLUDED ON THE PROVIDER'S SECTION OF THE CONTRACTOR'S WEBSITE)						
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WEBSITE REQUIREMENTS	URL WHERE INFORMATION IS FOUND	CONTRACTOR NOTES/COMMENTS	YES	NO	AHCCCS COMMENTS	
1.	Provider Manual.					
2.	A searchable and comprehensive AHCCCS Drug List. The Drug List shall be available in a user-friendly, machine-readable file and format.					
3.	Provider Directory (including specialists for referral). The directory shall be available in a user-friendly, machine-readable file and format.					
4.	Information on the Contractor's role in helping school administrators and leaders connect with behavioral health providers statewide to meet their students' needs.					
5.	Information on the Contractor's process for referrals and provision of Augmentative and Alternative Communication related services, including Augmentative and Alternative Communication device evaluations.					
6.	The Contractor's internally identified Performance Metrics/Performance Measure Results. <i>Results shall not link to the AHCCCS website or include provider surveys or standardized performance measures mandated by AHCCCS. Posted results shall be evaluated and be comprised of the Contractor's own identified measures and compliance with those measures.</i>					
7.	The AHCCCS Performance Measure Results for the Contractor via link to AHCCCS website.					

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8.	Medical Determination Criteria and Clinical Practice Guidelines.					
9.	AHCCCS provider survey results via link to AHCCCS website.					
10.	Enrollment Verification.					
11.	Claims Inquiry (adjustments requests; information on denial reasons).					
12.	Accept Health Insurance Portability and Accountability Act (HIPAA) compliant electronic claims transactions.					
13.	Display Reimbursement Information.					

EXPLAIN (DESCRIBE) WHAT ACTIONS OR STRATEGIES HAVE BEEN IMPLEMENTED OR WILL BE TAKEN TO DETERMINE THAT MEMBERS WHO ACCESS YOUR WEBSITE CAN EASILY FIND AND NAVIGATE THE REQUIRED MEMBER WEBSITE CONTENT (E.G., USE OF MEMBER SURVEYS, GRIEVANCE FEEDBACK, MEMBER COUNCIL, ETC.).