



## 500 CHAPTER OVERVIEW

REVISION DATES: 03/01/2011, 11/01/07, 04/01/05, 10/01/01

INITIAL

EFFECTIVE DATE: 10/01/94

This Chapter addresses policies for coordination of AHCCCS covered health care services provided to AHCCCS members through Contractors and fee-for-service providers. Care coordination requirements include the following:

1. Primary care provider (PCP) roles, responsibilities, selection and assignment
2. Transition between Contractors, services and programs
3. Children's Rehabilitative Services (CRS) Care Coordination
4. Member records and release of information protocol.

Note that AHCCCS requires Arizona Long Term Care System (ALTCS) members to have both a PCP for acute care services and a case manager for long term care services. Refer to Chapter 1600 for ALTCS care coordination requirements and case manager responsibilities.

Refer to Chapter 600 for information regarding specific AHCCCS requirements for participating providers.

Refer to the AHCCCS Contractor Operations Manual (ACOM) for more information regarding AHCCCS member transition policies:

### A. DEFINITIONS

For the purpose of this Chapter, the following definition applies:

“Day” means a calendar day, unless otherwise specified.

### B. REFERENCES

1. Title 42 of the Code of Federal Regulations (42 C.F.R.) 422.113 (Special Rules for Ambulance Services, Emergency and Urgently Needed Services, and Maintenance and Post-Stabilization Care Services)
2. 42 C.F.R. 438.114 (Emergency and Post-Stabilization Services)



3. 42 C.F.R. 438.200 *et seq* (Quality Assessment and Performance Improvement Including Health Information Systems)
4. 42 C.F.R. 431.300 *et seq* (Safeguarding Information on Applicants and Recipients)
5. 45 C.F.R., Parts 160 and 164 (HIPAA Privacy Requirements)
6. Arizona Revised Statutes (A.R.S.), Title 36, Chapter 29, Articles 1, 2 and 4
7. A.R.S. § 36-261 *et seq* (Children's Rehabilitative Services)
8. Title 9 of the Arizona Administrative Code (9 A.A.C.), Chapters 22, 28 and 31, Article 2 (Scope of Service)
9. 9 A.A.C. 22, 28 and 31, Article 5 (General Provisions and Standards)
10. 9 A.A.C. 31, Article 16 (Services for Native Americans)
11. AHCCCS Contracts