

DATE: April 16, 2019
To: Holders of the AHCCCS Medical Policy Manual
FROM: Division of Health Care Management Contracts and Policy Unit
SUBJECT: AHCCCS Medical Policy Manual (AMPM)

This memo describes revisions and/or additions to the AMPM

Please direct questions regarding policy updates to the Contracts and Policy Unit at 602-417-4295 or 602-417-4055 or email at DHCMContractsandPolicy@azahcccs.gov.

UPDATES AND REVISIONS TO THE AHCCCS MEDICAL POLICY MANUAL (AMPM)

To view the policies and attachments, please access the following link:

[**AHCCCS MEDICAL POLICY MANUAL \(AMPM\)**](#)

POLICY 310-BB, TRANSPORTATION

Policy 310-BB was revised to align with AHCCCS Complete Care (ACC) Contract/Integration changes (RFP YH19-0001) and limited formatting. Policy clarified services on coverage to pharmacies, transporting family members without the member present, and helicopter/equine transportation. *Policy has an implementation date of 05/01/19.*

- **ATTACHMENT A, COMMUNITY BASED SUPPORT PROGRAMS**
No changes.

POST-PUBLIC COMMENT CHANGES:

AHCCCS received a number of public comments regarding transportation for members ages 5 through 11. As a result of this feedback AHCCCS removed all language regarding transportation of minors from the Policy that will be effective 5/1/2019. Language regarding the transportation of unaccompanied minors is in the Policy effective 7/1/2019, see below under “AMPM Approved Not Yet Effective”.

Policy Section III., D., 3., a and III., D., 4., a.,b., have been revised as follows:

3. ~~Medically necessary Non-Emergency Transportation services furnished by transportation providers:~~
 - a. ~~Members under the age of 18, who are not emancipated, shall be accompanied by an adult, during the non-emergency transport. However, the Contractor, at its discretion, may allow members ages 12 through 17 may be transported without the presence of an adult if the member’s legal guardian has signed an authorization and release allowing the member to be transported without an~~

~~adult.~~

4. Medically necessary Non-Emergency Transportation services furnished by all providers who offer transportation:
 - a. Non-emergency transportation of a family member or caregiver without the presence of the member is covered when provided for the purpose of carrying out medically necessary services identified in the member's service/treatment plan,
 - b. For members residing in Maricopa and Pima Counties and enrolled with a Contractor, NEMT services are only covered for trips within a 15 miles ~~radius~~ of the pick-up location when traveling to a pharmacy within Pima and Maricopa counties. Mileage is calculated from the pick-up location to the drop off location, one direction. Trips to compounding/specialty pharmacies over 15 miles require authorization from the Contractor to be considered a covered service. NEMT trips for members traveling to an MSIC or IHS/638 facility are exempt from this limitation.

Policy Section III., D., 5., g., has been revised as follows:

5. Medically Necessary Non-Emergency Transportation Furnished by Non-Ambulance Providers. Non-Ambulance transportation providers shall comply with all of the following:
 - a. The member shall not require medical care in route,
 - b. Passenger occupancy shall not exceed the manufacturer's specified seating occupancy,
 - c. Members, companions, and other passengers shall follow state laws regarding passenger restraints for adults and children,
 - d. Vehicle shall be driven by a licensed driver, following applicable State laws,
 - e. Vehicles shall be insured. Refer to the AHCCCS Minimum Subcontract Provisions Insurance Requirements on the AHCCCS website,
 - f. Vehicles shall be in good working order,
 - g. ~~Members~~ All passengers shall be transported inside the vehicle, and
 - h. School Based providers shall follow the school based policies in effect (See AMPM Chapter 700).

Policy Section III., D., 6., has been revised as follows:

6. AHCCCS covers the cost of Non-Emergency Medical Transportation (NEMT) furnished by a non-ambulance air or equine NEMT provider **only** when **all** of the following conditions are met:
 - a. The service is exclusively used to transport the member to ~~medically necessary~~ ground accessible **NEMT transportation**,
 - b. The AHCCCS member's point of pick up or return is inaccessible by ground ~~NEMT~~ **transportation**, and

- c. The ground ~~NEMT~~ **transportation** is not accessible because of the nature and extent of the surrounding Grand Canyon Terrain.

Policy Section III., E., is a newly added section:

E. TRANSPORTATION NETWORK COMPANY

A Transportation Network Company (TNC) providing NEMT services to members shall comply with the following:

1. Only provide services to members, and bill, through an NEMT Broker pursuant to the Broker's contract with a Contractor. An NEMT Broker is an entity which may provide administrative functions such as scheduling, verifying enrollment, validating service appointments when appropriate, as well as billing.
2. Only the NEMT Broker shall take member calls and schedule member rides.
3. Utilize a digital network or software application capable of:
 - a. Providing the TNC, from the NEMT Broker, only the following information:
 - i. The first and last name of the member,
 - ii. The member's phone number
 - iii. The address where the member will be picked up,
 - iv. The address where the member will be dropped off, and
 - v. The date and time of the service.
 - b. Limiting the information provided by the TNC to the driver to the following information:
 - i. The first name of the member,
 - ii. The member's phone number,
 1. The digital network software application must provide the driver a "masked" phone number for the driver to contact the member,
 2. The number provided to the driver will not be the member's actual phone number, but, using the masked number the digital network or software application will connect the driver to the member.
 - iii. The address where the member will be picked,
 - iv. The address where the member will be dropped off, and
 - v. The date and time of the service.
 - c. Maintaining a record of the actual service provided by the driver including:
 - i. The address where the member was picked up,
 - ii. The address where the member was dropped off, and

iii. The date and time the service was rendered.

4. Maintain all records regarding driver information (including criminal background and federal health care program exclusion checks), vehicle inspections and reports, services, trips and enforcement actions for a minimum of six complete calendar years.

Attachment A has been revised as follows:

- National Alliance on Mental Illness (NAMI) ~~Family Support~~ **Programs**

APPROVED NOT YET EFFECTIVE

To view the policies and attachments, please access the following link:

[AMPM Approved Not Yet Effective](#)

POLICY 961-C, COMMUNITY SERVICE AGENCIES

POLICY 310-BB, TRANSPORTATION

Policy 310-BB was revised to clarify services provided to unaccompanied minors. *Policy has an implementation date of 07/01/19.*

POST-PUBLIC COMMENT CHANGES:

AHCCCS received a number of public comments regarding transportation for members ages 5 through 11. As a result of this feedback AHCCCS revised language regarding the transportation of unaccompanied minors in the Policy which will be effective 7/1/2019. The effective date of these policy changes is delayed to allow for implementation and transition time to comply with the new policy provisions.

Policy Section III., D., 3. has been revised as follows:

3. Medically necessary Non-Emergency Transportation services furnished by ~~transportation providers~~ **AHCCCS Provider Type 28, Non-Emergency Transportation Providers:**
 - a. Members under the age of 18, who are not emancipated, shall be accompanied by an adult, **who is not the driver of the vehicle**, during the non-emergency

transport, **except in the following circumstances:** ~~However, the Contractor, at its discretion, may allow~~

- i. Members ~~ages~~ **who are** 12 through 17 **years old** may be transported without the presence of an adult if the member's legal guardian has signed an authorization and release ~~allowing~~ authorizing the member to be transported without **being accompanied by** an adult, **or**
- ii. **Members who are 5 through 11 years old may be transported without the presence of an adult when accompanied by another minor who is 12 through 17 years old, if the member's legal guardian has signed an authorization and release authorizing the member to be transported without an adult when the member is accompanied by an individual 12 through 17 years old. The authorization and release must also specify the name(s) the individual(s), aged 12 through 17, who are permitted to accompany the member during such transports.**