

DATE: August 02, 2021
To: Holders of the AHCCCS Medical Policy Manual
FROM: DHCM Contracts and Policy
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.

INFORMATION REGARDING COVID-19

In response to Medicaid-related questions from providers and contractors arising from the COVID-19 pandemic, AHCCCS has developed a list of Frequently Asked Questions (FAQs) Regarding Coronavirus Disease 2019 (COVID-19) which is updated regularly. It is important to note that there are instances where the information presented in the CMS-approved flexibilities and COVID-19 FAQs does not align with provisions set forth by the AHCCCS Medical Policy Manual (AMPM). In these instances, the CMS-approved flexibilities and FAQs take precedence and are controlling.

NAME CHANGE

Effective April 1, 2021 Comprehensive Medical and Dental Program (CMDP) will be changing to Comprehensive Health Plan (CHP) due to Behavioral health integration. Refer to Laws 2019, 1st Regular Session. AHCCCS is in the process of revising all pertinent documents to reflect the new name.

AHCCCS CONTRACT AND POLICY DICTIONARY - AHCCCS ACRONYMS

AHCCCS CONTRACT AND POLICY DICTIONARY

Consistent with the Arizona Management System (AMS) principles to streamline processes and provide consistency in Policy Development, the Contract and Policy Unit has developed a new *AHCCCS Contract and Policy Dictionary*. The Dictionary provides a centralized location for definitions that are currently found in the various ACOM and AMPM Policies. The Contract and Policy Dictionary can be found on the AHCCCS website under Resources then Guides – Manuals – Policies. Although currently the Dictionary reflects only definitions from the ACOM and AMPM, in the future it will include definitions from the Contracts as well. Definitions found in the Dictionary will be removed from the ACOM and AMPM Policies as they are published and a hyperlink to the AHCCCS Contract and Policy Dictionary will be included. Some policies have specific terms/definitions that will need to apply to the respective Policy only; those terms/definitions will remain in the Policy and will include a statement indicating the term/definition is applicable 'For purposes of this Policy' only.

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 \(AMPM\)](#)**AMPM EXHIBIT 300-2B, AHCCCS COVERED NON-TITLE XIX XXI BEHAVIORAL HEALTH SERVICES**

AMPM Exhibit 300-2B has been revised to retroactively address annual October 1, 2020 changes. Adult Behavioral Health Therapeutic Homes has been included as a separate covered service. The Policy was clarified to reference AMPM 320-T1 and 320-T2. Endnotes were added at the top of the Exhibit to draw additional attention to this important information.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES:

AMPM Exhibit 300-2B was revised to further clarify original changes after being posted for Tribal Consultation Notification/Public Comment on 04/14/21.

APPROVED NOT YET EFFECTIVE**[AHCCCS CONTRACTOR OPERATIONS MANUAL \(AMPM\)](#)****AMPM POLICY 310-B, TITLE XIX/XXI BEHAVIORAL HEALTH SERVICE BENEFIT**

AMPM Policy 310-B has been revised to address annual October 1, 2021 changes and to apply name change for CMDP from Comprehensive Medical and Dental Program to Comprehensive Health Plan (CHP) effective April 1, 2021 due to CHP behavioral health integration. Revised sections that were found in other policies (e.g. Provider Case Management, Therapeutic Foster Care, Peer Support, etc.). Consolidated sections for supervision and clinical oversight of practitioners. Also modified language to indicate “providers”, as provider types will be indicated in the billing and coding matrix and changed “client” to “member”.

Implementation Date 10/01/21.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES

AMPM Policy 310-B was revised to further clarify original changes after being posted for Tribal Consultation Notification/Public Comment on 05/05/21.

Implementation Date 10/01/21.

AMPM POLICY 963, PEER AND RECOVERY SUPPORT SERVICE PROVISION REQUIREMENTS

AMPM Policy 963 has been revised to address annual October 1, 2021 changes and to apply name change for CMDP from Comprehensive Medical and Dental Program to Comprehensive Health Plan (CHP) effective April 1, 2021 due to CHP behavioral health integration. Revisions also include, the incorporation of a new systematic application process (Attachment B), giving Contractors the option to receive Attachment C from contracted Peer Support Employment Training Programs (PSETP)s, requiring PSETPs to maintain records of training and credentials, and clarifying language developed by workgroup surrounding life altering trauma.

Implementation Date 10/01/21.

- **ATTACHMENT A – PEER/RECOVERY SUPPORT SPECIALIST INVOLVEMENT IN SERVICE DELIVERY**

Attachment A was revised to add columns to indicate reporting Health Plan and Line(s) of Business. This was done to facilitate automation of deliverable processing.

Implementation Date 10/01/21.

- **ATTACHMENT B – PEER SUPPORT EMPLOYMENT TRAINING PROGRAM APPLICATION TEMPLATE**

Attachment B had a complete overhaul. References removed and replaced with Application Template. The title was updated to “Peer Support Employment Training Program Application Template”.

Implementation Date 10/01/21.

- **ATTACHMENT C – PEER SUPPORT EMPLOYMENT AND TRAINING GRADUATES**

Attachment C had minor changes to language for clarification.

Implementation Date 10/01/21.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES

AMPM Policy 963 was revised to further clarify original changes after being posted for Tribal Consultation Notification/Public Comment on 05/12/21.

AMPM POLICY 1010, MEDICAL MANAGEMENT ADMINISTRATIVE REQUIREMENTS

AMPM Policy 1010 has been revised to address annual October 1, 2021 changes and to apply name change for CMDP from Comprehensive Medical and Dental Program to Comprehensive Health Plan (CHP) effective April 1, 2021 due to CHP behavioral health integration. A description of annual plan was added and attachments were updated to align with new break out of AMPM Policy 1020.

Implementation Date 10/01/21.

- **ATTACHMENT A – MEDICAL MANAGEMENT PROGRAM PLAN CHECKLIST**

New Attachment A was formerly attachment F of AMPM Policy 1020. Minor formatting updates were made.

Implementation Date 10/01/21.

- **ATTACHMENT B – MEDICAL MANAGEMENT WORK PLAN GUIDE AND TEMPLATE**

Attachment B was formerly attachment G of AMPM Policy 1020. Minor formatting updates were made.

Implementation Date 10/01/21.

AMPM POLICY 1024, DRUGS UTILIZATION REVIEW

AMPM Policy 1024 is a new Policy that was formerly a section in AMPM Policy 1020. AMPM Policy 1024 was revised to update for Comprehensive Health Plan (CHP) tracking and trending requirements and incorporated language regarding exclusive pharmacy or prescriber information from AMPM Policy 1020.

Implementation Date 10/01/21.

- **ATTACHMENT A – PHARMACY AND PRESCRIBER REPORT TEMPLATE**

Attachment A was formerly attachment D of AMPM Policy 1020. Updated required fields for Contractor analysis to include total number of members assigned to a pharmacy, assigned to a prescriber, and assigned to both pharmacy and prescriber.

Implementation Date 10/01/21.

AMPM POLICY 1630, ADMINISTRATIVE STANDARDS

AMPM Policy 1630 was updated to add AMPM Exhibit 1620-10 to the list of standardized forms that Contractors and Tribal ALTCS Program are required to utilize (as applicable). To support the Abuse and Neglect Prevention Task Force initiative, a new training element has been added to the list of required orientation and training for newly hired case managers around caregiver stress/burnout. In addition, updated language of staff designated as employment experts to align with Contract. A Division of Developmental Disability (DDD) case manager's caseload ratio were reverted back to 1:39 members regardless of setting. Minor grammatical and formatting changes were also done throughout the Policy.

Implementation Date 10/01/21.

- **ATTACHMENT A – CASE MANAGEMENT PLAN CHECKLIST**

Attachment A received minor formatting and grammatical changes. *Implementation Date 10/01/21.*

PREVIOUSLY APPROVED NOT YET EFFECTIVE**AMPM POLICY 310-P, MEDICAL EQUIPMENT, MEDICAL APPLIANCES, AND MEDICAL SUPPLIES**

See Revision Memo dated 05/03/21 for summary of changes.

Implementation Date 10/01/21.

AMPM POLICY 310-BB – TRANSPORTATION

See Revision Memo dated 06/01/21 for summary of changes.

Implementation Date 10/01/21.

AMPM POLICY 320-U - PRE-PETITION SCREENING, COURT ORDERED EVALUATION AND COURT ORDERED TREATMENT

See Revision Memo dated 06/17/21 for summary of changes.

Implementation Date 10/01/21.

AMPM POLICY 520 – MEMBER TRANSITIONS

See Revision Memo dated 06/02/21 for summary of changes.

Implementation Date 10/01/21.

AMPM POLICY 950 – CREDENTIALING AND RE-CREDENTIALING PROCESSES

See Revision Memo dated 06/01/21 for summary of changes.

Implementation Date 10/01/21.