

DATE: July 1, 2022
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 602-417-4055 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) changed 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 AND AHCCCS RELATED ACRONYMS

To view the AHCCCS Contract and Policy Dictionary from our Guides and Manuals site, please access the following link:

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 – Guides-Manuals-Policies. AHCCCS is in the process of revising all pertinent policies to remove definitions and adding a hyperlink to the location of the AHCCCS Contract and Policy Dictionary. Some policies have specific terms/definitions that may have a slightly different meaning for that 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'.

To view the AHCCCS Related Acronyms, please access the following link:

AHCCCS RELATED ACRONYMS

Common AHCCCS Related Acronyms can be found on the AHCCCS website under AHCCCS Info – About Us.

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 300-1 – AHCCCS COVERED SERVICES WITH SPECIAL CIRCUMSTANCES

AMPM Exhibit 300-1 is effective upon 07/01/22.
Refer to Revision Memo dated 05/27/22.

AMPM POLICY 310-BB – TRANSPORTATION

AMPM Policy 310-BB is effective upon 07/01/22.
Refer to Revision Memo dated 05/27/22.

AMPM POLICY 320-I - TELEHEALTH

AMPM Policy 320-I was revised to incorporate relevant impacts from HB2454, addressing telehealth pay parity, and the addition of e-consults based on the COVID-19 pandemic. The Contract and Policy Dictionary definition for Telehealth has been updated to include a term for audio-only.

NEWLY ADDED TO APPROVED NOT YET EFFECTIVE

[AHCCCS Contractor Operations Manual \(AMPM\)](#)

AMPM POLICY 431 – ORAL HEALTH CARE FOR EARLY AND PERIODIC SCREENING, DIAGNOSIS AND TREATMENT AGED MEMBERS

AMPM Policy 431 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. In addition, the fluoride varnish coverage was changed from six months to three months a year for Primary Care Physicians (PCP) conducting an oral health screening as part of an EPSDT screening.
Implementation Date 10/01/22.

○ **ATTACHMENT A – AHCCCS DENTAL PERIODICITY SCHEDULE**

Attachment A was revised to cover children from six months of age or upon eruption of the first tooth. A reference to AMPM Policy 431 was added.

○ **ATTACHMENT B – DENTAL PLAN AND EVALUATION CHECKLIST**

Attachment B was revised to clarify language to assist health plans in their submissions.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES:

AMPM Policy 431 was revised to further clarify original changes after being posted for Tribal Consultation Notification and Public Comment on 04/22/22.

AMPM POLICY 570 – PROVIDER CASE MANAGEMENT

AMPM Policy 570 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. Additional revisions include added language for the Supplemental Security Income/Social Security Disability Insurance (SSI/SSDI) Outreach, Access and Recovery (SOAR) approach to align with other policies. Also, revised identified language of individual to member throughout policy for consistency.

Implementation Date 10/01/22.

○ **ATTACHMENT A – PROVIDER CASE MANAGEMENT CASELOAD RATIOS**

No changes.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES:

AMPM Policy 570 was revised to further clarify original changes after being posted for Tribal Consultation Notification and Public Comment on 04/22/22.

AMPM POLICY 1020 – UTILIZATION MANAGEMENT

AMPM Policy 1020 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. Additional revisions include alignment with NCQA Accreditation Standard MED 2, Element A.

Implementation Date 10/01/22.

AMPM POLICY 1021 – CONTRACTOR CARE MANAGEMENT

AMPM Policy 1021 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. Additional changes include clarifying the role of Fee-For-Service (FFS) providers, coordination with IHS/638 providers for American Indian members, and also clarifying language to reflect Primary Care Provide (PCP) responsibility to identify the need to coordinate and initiate when appropriate.

Implementation Date 10/01/22.

○ **ATTACHMENT A – EMERGENCY DEPARTMENT DIVERSION SUMMARY**

Attachment A was the former Attachment C; attachments were re-ordered for consistency.

○ **ATTACHMENT B – 24 HOURS POST MEDICAL CLEARANCE EMERGENCY DEPARTMENT REPORT**

No changes.

○ **ATTACHMENT C – ARIZONA STATE HOSPITAL ADMISSION AND DISCHARGE DELIVERABLE TEMPLATE**

Attachment C was the former Attachment D; attachments were re-ordered for consistency.

○ **ATTACHMENT D – PSYCHIATRIC SECURITY REVIEW BOARD/GUILTY EXCEPT INSANE CONDITIONAL RELEASE REPORT**

Attachment D was the former Attachment A; attachments were re-ordered for consistency.

AMPM POLICY 1620-E – SERVICE PLAN MONITORING AND REASSESSMENT STANDARD

AMPM Policy 1620-E was revised to add clarifying language surrounding the Electronic Visit Verification (EVV) process and requirements. In addition, language was added for Case Managers educating and working with members/Health Care Decision Makers (HCDM) surrounding contingency planning.

Implementation Date 10/01/22.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES:

AMPM Policy 1620-E was revised to further clarify original changes after being posted for Tribal Consultation Notification and Public Comment on 04/08/22.

PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE

[AHCCCS Contractor Operations Manual \(AMPM\)](#)

AMPM POLICY 310-C – BREAST RECONSTRUCTION AFTER MASTECTOMY

Refer to Revision Memo dated 05/02/22.

Implementation Date 10/01/22.

AMPM POLICY 310-J – HOSPICE SERVICES

Refer to Revision Memo dated 05/02/22.

Implementation Date 10/01/22.

AMPM POLICY 310-M - IMMUNIZATIONS

Refer to Revision Memo dated 05/27/22.

Implementation Date 10/01/22.

AMPM POLICY 320-C - BREAST AND CERVICAL CANCER TREATMENT PROGRAM

Refer to Revision Memo dated 05/16/22.
Implementation Date 10/01/22

AMPM POLICY 580 – RESERVED

Refer to Revision Memo dated 05/27/22.
Implementation Date 10/01/22.

AMPM POLICY 590 – BEHAVIORAL HEALTH CRISIS SERVICES AND CARE COORDINATION

Refer to Revision Memo dated 06/15/22.
Implementation Date 10/01/22.

AMPM POLICY 950 – CREDENTIALING AND RE-CREDENTIALING PROCESSES

Refer to Revision Memo dated 06/15/22.
Implementation Date 10/01/22.

AMPM POLICY 960 – QUALITY OF CARE CONCERNS

Refer to Revision Memo dated 06/15/22.
Implementation Date 10/01/22.

AMPM POLICY 961 – INCIDENT, ACCIDENT, AND DEATH REPORTING

Refer to Revision Memo dated 06/15/22.
Implementation Date 10/01/22.

AMPM POLICY 962 - REPORTING AND MONITORING OF SECLUSION AND RESTRAINT

Refer to Revision Memo dated 05/27/22.
Implementation Date 10/01/22.

AMPM POLICY 1022 – JUSTICE REACH-IN PROGRAM

Refer to Revision Memo dated 06/15/22.
Implementation Date 10/01/22.

AMPM POLICY 1620-10 – AHCCCS PERSON-CENTERED SERVICE PLAN

Refer to Revision Memo dated 06/15/22.
Implementation Date 10/01/22.