

**DATE:** August 03, 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](mailto: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, 1<sup>st</sup> Regular Session. AHCCCS is in the process of revising all pertinent documents to reflect the new name.

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#### 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.

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**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 1620-1 – CASE MANAGEMENT TIMEFRAMES**

AMPM Exhibit 1620-1 was revised to align language with person-centered service plan (PCSP).

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**NEWLY ADDED TO APPROVED NOT YET EFFECTIVE**

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

**AMPM POLICY 910 – QUALITY MANAGEMENT-PERFORMANCE IMPROVEMENT PROGRAM SCOPE**

AMPM Policy 910 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 adding in new requirement as a result of NCQA Accreditation efforts and clarifying expectations and requirements found in Contract and or AMPM Chapter 900.

*Implementation Date 10/01/22*

- **ATTACHMENT A – AHCCCS CONTRACTOR SERVICES-SERVICE SITE MONITORING**
- **ATTACHMENT B – ALTCS CONTRACTORS MONITORING OF DIRECT CARE WORKER TRAINING AND TESTING STANDARDS**

No changes.

No changes.

**AMPM POLICY 963 – PEER AND RECOVERY SUPPORT SERVICE PROVISION REQUIREMENTS**

AMPM Policy 963 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. Clarification was added surrounding Peer Support Employment Training Program.

*Implementation Date 10/01/22*

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

Attachment was revised for the following: Tab 1: File naming instructions updated for ACC-RBHA. Tab 2: Deleted as it was not needed. Tab 3: Included FFS Provider and updated to ACC-RBHA.

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

Attachment B was revised for minor changes to provide clarity.

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

No changes.

**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 and Public Comment on 05/25/22.

**AMPM POLICY 964 – CREDENTIALLED PARENT PEER-FAMILY SUPPORT REQUIREMENTS**

AMPM Policy 964 title was updated to “Credentialed Parent *Peer*/Family Support Requirements” and was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors.

*Implementation Date 10/01/22*

○ **ATTACHMENT A – CREDENTIALLED PARENT PEER-FAMILY SUPPORT SPECIALIST INVOLVEMENT IN SERVICE DELIVERY REPORT**

Attachment A was revised for the following: Tab 1: File naming instructions updated for ACC-RBHA. Tab 2: Deleted as it was not needed. Tab 3: Updated for ACC-RBHA. Tab 4: Revised to include two new columns, “City” and “Geographic Service Area.”

○ **ATTACHMENT B – CREDENTIALLED PARENT PEER-FAMILY SUPPORT PARTNER GRADUATES**

Title for Attachment B was revised to “Credentialed Parent *Peer*/Family Support *Partner* Graduates.”

**AMPM POLICY 980 – PERFORMANCE IMPROVEMENT PROJECTS**

AMPM Policy 980 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors and to provide additional clarity related to expectations, where needed.

*Implementation Date 10/01/22*

○ **ATTACHMENT A – PROTOCOL FOR CONDUCTING PERFORMANCE IMPROVEMENT PROJECTS**

Attachment A was revised for minor formatting and clarified the selected PIP indicator shall reliability measure/answer the PIP aim statement.

**POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES:**

AMPM Policy 980 was revised to further clarify original changes after being posted for Tribal Consultation Notification and Public Comment on 05/20/22.

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**[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 431 – ORAL HEALTH CARE FOR EARLY AND PERIODIC SCREENING, DIAGNOSIS AND TREATMENT AGED MEMBERS**

Refer to Revision Memo dated 07/01/22.

*Implementation Date 10/01/22*

**AMPM POLICY 570 – PROVIDER CASE MANAGEMENT**

Refer to Revision Memo dated 07/01/22.  
*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 RECREDENTIALING 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 1020 – UTILIZATION MANAGEMENT**

Refer to Revision Memo dated 07/01/22.  
*Implementation Date 10/01/22*

**AMPM POLICY 1021 – CONTRACTOR CARE MANAGEMENT**

Refer to Revision Memo dated 07/01/22.  
*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.*

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

Refer to Revision Memo dated 07/01/22.  
*Implementation Date 10/01/22*