

DATE: December 21, 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.

[CONTRACT NAME CHANGE](#)

Effective October 1, 2022 the Regional Behavioral Health Authority (RBHA) for the Managed Care Organizations was align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC-RBHA Contractors. AHCCCS is in the process of revising all pertinent documents to reflect this change.

[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 310-B - TITLE XIX/XXI BEHAVIORAL HEALTH SERVICE BENEFIT

AMPM Policy 310-B 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 AMPM Policy 590 for crisis services and added new language/clarification of permanent supportive housing services detailing best practices and a reference to ACOM Policy 448. Additional language was also added to highlight intensive outpatient and partial hospitalization as covered services.

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 and Public Comment on 09/16/22.

AMPM POLICY 960 – QUALITY OF CARE CONCERNS

AMPM Policy 960 was revised to clarify QOC extension process. Added language to clarify IOC process per memo sent to MCOs on 01/05/21. Language was added to clarify QOC investigative process and resolution reporting.

- **ATTACHMENT C – HEALTH AND SAFETY UPDATE – ONSITE REVIEW FORM**

No changes.

- **ATTACHMENT D – INDIVIDUALS WITH INTELLECTUAL DISABILITIES INVESTIGATION TRAINING**

Changes to Attachment D were made to clarify training and process of completing QOC investigations regarding individuals with an IDD/DD.

PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE
AHCCCS MEDICAL POLICY MANUAL (AMPM)

AMPM POLICY 961 – INCIDENT, ACCIDENT, AND DEATH REPORTING

Refer to Revision Memo 11/17/22.

Implementation Date 01/01/23.

AMPM POLICY 1230-A – ASSISTED LIVING FACILITIES

Refer to Revision Memo 09/28/22.

Implementation Date 03/01/23.

AMPM POLICY 1240-B – ADULT DAY HEALTH CARE FACILITIES

Refer to Revision Memo 09/01/22.

Implementation Date 03/01/23.

AMPM POLICY 1240-J – EMPLOYMENT SERVICES

Refer to Revision Memo 09/14/22.

Implementation Date 03/01/23.

AMPM EXHIBIT 1620-15 – ASSISTED LIVING FACILITY RESIDENCY AGREEMENT

Refer to Revision Memo 09/28/22.

Implementation Date 03/01/23.