

DATE: November 07, 2024
TO: Holders of the AHCCCS Medical Policy Manual
FROM: Division of Managed Care Operations (DMCO) Contracts and Policy Unit
SUBJECT: AHCCCS Medical Policy Manual (AMPM)

This memo describes additions and/or revisions to the AMPM. For questions regarding policy updates email the Contracts and Policy Unit at: DMCOContractsandPolicy@azahcccs.gov.

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.

DIVISION OF DEVELOPMENTAL DISABILITIES TRIBAL HEALTH PROGRAM (DDD THP)

Effective April 1, 2022, The Division of Developmental Disabilities (DDD) Tribal Health Program (THP) that is the Fee-For-Service health plan which administers physical health, behavioral health, and Long-Term care Services and Supports (LTSS) for DDD-THP enrolled American Indian/Alaska Native members. responsibility for managing acute Physical/Behavioral Health/Children's Rehabilitative Services (CRS), and THP members with a Serious Mental Illness (SMI) designation was transitioned to AHCCCS. AHCCCS is in the process of revising all pertinent documents to reflect this new change.

CONTRACT NAME CHANGE

Effective October 1, 2022, the Regional Behavioral Health Authority (RBHA) for the Managed Care Organization was aligned 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.

SECTION 504 OF THE REHABILITATION ACT

Effective May 1, 2024, The Office for Civil Rights (OCR) finalized the rule that prohibits discrimination on the basis of disability. AHCCCS is in the process of revising all pertinent documents to remove symbols and periods from various Federal and State citations to ensure accessibility for all individuals in compliance with [Section 504 of the Rehabilitation Act](#).

AHCCCS NEW AGENCY STRUCTURE

Effective May 3, 2024, AHCCCS unveiled a new Agency structure. AHCCCS is in the process of revising all pertinent documents to reflect the new Division titles. For complete details related to the new Agency structure, please see the press release found on the AHCCCS website under [News & Press Releases](#).

CONTRACT AND POLICY DICTIONARY AND AHCCCS RELATED ACRONYMS

To view the AHCCCS Contract and Policy Dictionary, please access the following link:

[AHCCCS CONTRACT AND POLICY DICTIONARY](#)

Effective August 2, 2021, AHCCCS created a Dictionary that provides a centralized location for definitions that are utilized in various ACOM and AMPM Policies. A hyperlink to the location of the AHCCCS Contract and Policy Dictionary will be added to applicable policies. AHCCCS is in the process of adding an area within the Definition Section of all policies that identifies but is not limited to some common terms used/referenced in that policy to encourage viewing of the AHCCCS Contract and Policy Dictionary to better understand how AHCCCS defines the word or term. There are instances when some policies have specific terms/definitions that may have a slightly different meaning for that respective Policy; those terms/definitions will remain in the Policy and will include a statement indicating 'For purposes of this Policy only'. AHCCCS is in the process of revising all pertinent documents to reflect this change.

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

[AHCCCS RELATED ACRONYMS](#)

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

AMPM POLICY 100 – RESERVED

The former AMPM Policy 100 - AHCCCS Medical Policy Overview has been reserved as pertinent information has been moved into a new stand-alone AMPM Exhibit 300-3 – AHCCCS Integrated System of Care Structure, Values, and Principles.

AMPM EXHIBIT 300-3 – AHCCCS INTEGRATED SYSTEM OF CARE STRUCTURE, VALUES, AND PRINCIPLES

AMPM Exhibit 300-3 is a newly developed Exhibit that outlines AHCCCS values and principles, Adult System of Care – Nine Guiding Principles, and Children’s System of Care – Arizona Vision and 12 Guiding Principles.

AMPM POLICY 320-R – SPECIAL ASSISTANCE FOR MEMBERS WITH SERIOUS MENTAL ILLNESS

AMPM Policy 320-R was revised for minor formatting, grammatical edits, and clarity. Additional substantial changes include but are not limited to:

- Adding requirement for the individual designated to provide Special Assistance to be involved at key stages including but not limited to: Adult Recovery Team (ART) meeting, development of the Individualized Service Plan (ISP), development of the Inpatient Treatment and Discharge Plan (ITDP), grievance and appeal process, and when treatment decisions are made.
- Updating notification requirements to indicate submissions of Special Assistance Notification must be submitted via QMportal.azahcccs.gov.

- Updating communication requirement to contact OHR at OHRts@azahcccs.gov for immediate assistance following submission of Part A.
- Clarifying all Notices of Adverse Benefit Determination (NOA) and Notices of Decision (NOD) issued to the member/guardian/designated representative shall also be submitted to AHCCCS OHR at OHRts@azahcccs.gov.

AMPM EXHIBIT 1720-1 – HOUSING AND HEALTH OPPORTUNITIES (H2O) SERVICES

AMPM Exhibit 1720-1 is a newly developed Exhibit that applies to the Housing and Health Opportunities (H2O) Program Administrator and H2O providers and establishes requirements for H2O services.

POST PUBLIC COMMENT CHANGES that concluded on October 15, 2024: Additional revisions were made to AMPM Exhibit 1720-1 based on Public Comment including:

- Clarifying applicability and purpose of Exhibit.
- Adding a reference to AMPM Policy 1710 – AHCCCS Housing Program for general information.

AMPM EXHIBIT 1720-2 – HOUSING AND HEALTH OPPORTUNITIES (H2O) CASELOAD AND CONTACT REQUIREMENTS

AMPM Exhibit 1720-2 is a newly developed Exhibit that applies to the Housing and Health Opportunities (H2O) Program Administrator and H2O providers and establishes requirements for H2O caseload and contact requirements.

POST PUBLIC COMMENT CHANGES that concluded on October 15, 2024: Additional revisions were made to AMPM Exhibit 1720-2 based on Public Comment including:

- Clarifying applicability and purpose of Exhibit.
- Adding a reference to AMPM Policy 1710 – AHCCCS Housing Program for general information.

AMPM EXHIBIT 1720-3 – HOUSING AND HEALTH OPPORTUNITIES (H2O) PROVIDER TRAINING

AMPM Exhibit 1720-2 is a newly developed Exhibit that applies to the Housing and Health Opportunities (H2O) Program Administrator and H2O providers and establishes requirements for H2O provider training.

POST PUBLIC COMMENT CHANGES that concluded on October 15, 2024: Additional revisions were made to AMPM Exhibit 1720-3 based on Public Comment including:

- Clarifying applicability and purpose of Exhibit.
- Adding a reference to AMPM Policy 1710 – AHCCCS Housing Program for general information.

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

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

UPDATES AND REVISIONS TO THE AHCCCS CONTRACT AND POLICY DICTIONARY

To view the Contract and Policy Dictionary, please access the following link:

[**AHCCCS CONTRACT AND POLICY DICTIONARY**](#)

The following terms and/or definitions have been updated:

- AHCCCS Provider Enrollment Portal (APEP)
- Arizona Long Term Care System (ALTCS) Local Office
- Behavioral Health Professional
- Correctional Facilities
- Licensed Health Aide
- Medicaid Accountable Care Organization (Medicaid ACO)
- Medicare Advantage – Equity per Member
- Qualified Interpreter