

DATE: September 01, 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 AND AHCCCS RELATED ACRONYMS](#)

To view the AHCCCS Contract and Policy Dictionary, 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. 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.

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 POLICY 100, AHCCCS MEDICAL POLICY MANUAL OVERVIEW

AMPM Policy 101 was revised 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. Minor clarification and formatting were done throughout the policy. Definitions were removed and moved to newly created AHCCCS Contract and Policy Dictionary.

Effective Date of 10/01/21.

AMPM CHAPTER 200 - BEHAVIORAL HEALTH PRACTICE TOOLS

The AHCCCS Behavioral Health Practice Tools (BHPT) were previously housed under the Resources section of the AHCCCS Website. AHCCCS has made the decision to incorporate the BHPTs into Chapter 200 of the AMPM. The BHPT continues to be an optional resource for the Fee-For-Service (FFS) Programs. In addition, the BHPT will continue to hold their own unique formatting. The following BHPT numbers have been assigned:

Effective Date of 10/01/21.

AMPM BEHAVIORAL HEALTH PRACTICE TOOL 210 – WORKING WITH THE BIRTH THROUGH FIVE POPULATION

BHPT 210 was revised for minor clarification and formatting throughout the practice tool.

○ **ATTACHMENT A – CHILD’S ADJUSTMENT TO OUT OF HOME PLACEMENT TEMPLATE**

Attachment A was revised for minor formatting to align the header and footer to AHCCCS policy standards.

○ **ATTACHMENT B – DEVELOPMENTAL CHECKLIST FOR CHILDREN AGES BIRTH THROUGH FIVE**

Attachment B was revised for minor formatting to align the header and footer to AHCCCS policy standards.

○ **ATTACHMENT C – INITIAL ENGAGEMENT SESSION TEMPLATE**

Attachment C was revised for minor formatting to align the header and footer to AHCCCS policy standards.

○ **ATTACHMENT D – RESERVED**

Attachment D, formerly titled “Working with the Birth through Five Population Behavioral Analysis Template”, is being reserved as pertinent information can be found in AMPM Policy 320-S.

○ **ATTACHMENT E – RECOMMENDED RESOURCES**

Attachment E was revised for minor formatting to align the header and footer to AHCCCS policy standards.

AMPM BEHAVIORAL HEALTH PRACTICE TOOL 211 – PSYCHIATRIC AND PSYCHOTHERAPEUTIC BEST PRACTICES FOR CHILDREN BIRTH THROUGH FIVE YEARS OF AGE

BHPT 211 was revised for minor clarification and formatting throughout the practice tool.

AMPM BEHAVIORAL HEALTH PRACTICE TOOL 220 – CHILD AND FAMILY TEAM PRACTICE TOOL

BHPT 220 was revised for minor clarification and formatting throughout the practice tool.

○ **ATTACHMENT A – GUIDELINES FOR STRENGTHS, NEEDS, AND CULTURE DISCOVERY DOMAINS**

Attachment A was revised for minor formatting to align the header and footer to AHCCCS policy standards.

○ **ATTACHMENT B – CALOCUS IMPLEMENTATION GUIDELINES FOR CFT PRACTICE NINE ESSENTIAL ACTIVITIES**

Attachment B was revised for minor formatting to align the header and footer to AHCCCS policy standards.

○ **ATTACHMENT C – CHILD AND FAMILY SUPERVISION TOOL**

Attachment C was revised for minor formatting to align the header and footer to AHCCCS policy standards.

○ **ATTACHMENT D – ARIZONA CHILD AND FAMILY TEAMS SUPERVISION TOOL USER’S GUIDE**

Attachment D was revised for minor formatting to align the header and footer to AHCCCS policy standards.

AMPM BEHAVIORAL HEALTH PRACTICE TOOL 230 – SUPPORT AND REHABILITATION SERVICES FOR CHILDREN, ADOLESCENTS, AND YOUNG ADULTS PRACTICE TOOL

BHPT 230 was revised for minor clarification and formatting throughout the practice tool.

○ **ATTACHMENT A – RESERVED**

Attachment A, previously titled “Support and Rehabilitation Services for Children, Adolescents, and Young Adults Desktop Guide”, was reserved as pertinent information has been incorporated into the Policy.

AMPM BEHAVIORAL HEALTH PRACTICE TOOL 240 – FAMILY INVOLVEMENT IN THE CHILDREN’S BEHAVIORAL HEALTH SYSTEM

BHPT 240 was reformatted and language and contents were updated to align with current practices within the Behavioral Health System.

- **ATTACHMENT A – RESERVED**

Attachment A, previously titled “Family and Youth Involvement in Children’s Behavioral Health System Desktop Guide”, was reserved as pertinent information has been incorporated into the Policy.

AMPM BEHAVIORAL HEALTH PRACTICE TOOL 250 – YOUTH INVOLVEMENT IN THE CHILDREN’S BEHAVIORAL HEALTH SYSTEM

BHPT 250 was revised for minor clarification and formatting throughout the practice tool.

AMPM BEHAVIORAL HEALTH PRACTICE TOOL 260 – THE UNIQUE BEHAVIORAL HEALTH SERVICES – NEEDS OF CHILDREN, YOUTH, AND FAMILIES INVOLVED WITH DCS

BHPT 260 was revised for minor clarification and formatting throughout the practice tool.

- **ATTACHMENT A – RESERVED**

Attachment A, previously titled “The Unique Behavioral Health Service Needs of Children, Youth, and Families Involved with DCS”, was reserved as pertinent information has been incorporated into the Policy.

AMPM BEHAVIORAL HEALTH PRACTICE TOOL 270 – CHILDREN’S OUT-OF-HOME SERVICES

BHPT 270 was revised for minor clarification and formatting throughout the practice tool.

- **ATTACHMENT A – RESERVED**

Attachment A, previously titled “Therapeutic Foster Care (TFC) Guidelines”, was reserved as pertinent information has been incorporated into AMPM Policy 320-W.

- **ATTACHMENT B – RESERVED**

Attachment B, previously titled “Children’s Out-of-Home Services Desktop Guide”, was reserved as pertinent information has been incorporated into the Policy.

AMPM BEHAVIORAL HEALTH PRACTICE TOOL 280 – TRANSITION TO ADULTHOOD

BHPT 280 was revised for minor clarification and formatting throughout the practice tool.

- **ATTACHMENT A – RESERVED**

Attachment A, previously titled “Transition to Adulthood Resources”, was reserved as the list of resources is no longer necessary.

AMPM EXHIBIT 300-2B – AHCCCS COVERED NON-TITLE XIX XXI BEHAVIORAL HEALTH SERVICES

AMPM Exhibit 300-2B was revised to correct a typographical error. “State” was removed from endnote #4. The corrected endnote #4 is as follows: “Screening/assessments may be covered for Non-Title XIX/XXI eligible members when the screening is a primary screening, and/or the screenings are being considered for admission to mental health facilities to determine the appropriateness of such admission. A secondary provider assessment and screening to decide determinations is unallowable.”

AMPM POLICY 310-R – NURSING FACILITY SERVICES

AMPM Policy 310-R was revised 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. Minor clarification and formatting were done throughout the policy. Pertinent information from the Reserved AMPM Appendix H, Policy for Management of Acute Behavioral Health Situations (NFS with No BH Units) was added to the policy. In addition, the scope of services section was updated to align with A.R.S. § 36-2939.

Effective Date of 10/01/21.

AMPM POLICY 320-O, BEHAVIORAL HEALTH ASSESSMENTS AND TREATMENT SERVICE PLANNING

AMPM Policy 320-O was revised 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. Policy name was also updated to align with the restructuring the content to three primary sections including “Overview”, “Assessment”, “Service and Treatment Planning”. Each section includes information specific to the actual process. The section covering crisis planning remained. Duplicative information, as well as information extraneous to required policy elements outlined under either R9-21 or R9-10 was removed. When appropriate, policy references to other policies were added. To accommodate FFS and unique needs of other provider types that may be subsumed under health home, the concept of “team” was included in the policy, with language to identify the all-inclusive nature of team, whether CFT, ART or otherwise. Definitions were removed and moved to newly created AHCCCS Contract and Policy Dictionary.

Effective Date of 10/01/21.

- **ATTACHMENT A – RESERVED**

No changes.

AMPM POLICY 410, MATERNITY CARE SERVICES

AMPM Policy 410 was revised 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. Policy was also revised to provide clarification of reporting requirements. Recommendations were added to align with family planning options to include the use of Long-Acting Reversible Contraceptives (LARC) if applicable. Additional references were added for Contractors and Providers to follow current American College of Obstetricians and Gynecologists (ACOG) guidelines and provide written member educational outreach materials. Definitions were removed and moved to newly created AHCCCS Contract and Policy Dictionary.

- **ATTACHMENT A – NUMBER OF PREGNANT WOMEN WHO ARE HIV-AIDS POSITIVE REPORT**

Attachment A was revised to add line of business field for reporting purposes.

- **ATTACHMENT B – STILLBIRTH SUPPLEMENTAL REQUEST**

Attachment B was revised to align reporting of the Rapid Plasma Reagin (RPR) testing. Additionally, the Title of the Attachment has been changed from AHCCCS Request for Stillbirth Supplement.

- **ATTACHMENT C – AHCCCS CERTIFICATE OF NECESSITY FOR PREGNANCY TERMINATION**

Attachment C was revised surrounding medically necessary option to clarify the section for cases where the health of the mother is endangered. Specific medication name was removed since there are more than one medication that might be used. Language was also revised to clarify that confirmation of termination and duration of pregnancy are required of all terminations.

- **ATTACHMENT D – AHCCCS VERIFICATION OF DIAGNOSIS BY CONTRACT FOR A PREGNANCY TERMINATION REQUESTS**

Attachment D was revised to remove wording that does not apply to the attachment.

- **ATTACHMENT E – PREGNANCY TERMINATION REPORT**

Attachment E was revised to align the list of documents to submit for pregnancy terminations with the requirements listed in AMPM Policy 410 and Attachment C. Additionally, the title was changed from AHCCCS Monthly Pregnancy Termination Report.

AMPM POLICY 620 – CHILDREN’S REHABILITATIVE SERVICES MULTI-SPECIALTY CARE MODEL

AMPM Policy 620 is a new Policy that sets the parameters for the Multi-Specialty Interdisciplinary Clinics (MSICs) for evaluations, treatments, and monitoring of designated Children’s Rehabilitative Services (CRS) eligible members.

Policy has a retroactive effective date of 04/01/21.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES:

AMPM Policy 620 was revised to further clarify original changes after being posted for Tribal Consultation Notification/Public Comment on 06/08/21.

AMPM POLICY 965 – COMMUNITY SERVICES AGENCIES

AMPM Policy 965 was revised to update the contact information with the email address, CSA@azahcccs.gov.

○ **ATTACHMENT A – INITIAL APPLICATION AND CREDENTIALING AMENDMENT REQUEST**

Attachment A was revised to update Magellan Complete Care to Molina Complete Care. Additionally, the contact information was updated with the email address, CSA@azahcccs.gov.
Attachment A has a retroactive effective date of 07/01/21.

○ **ATTACHMENT B – DOCUMENTATION SUBMISSION STANDARDS**

No changes.

○ **ATTACHMENT C – CRIMINAL HISTORY AFFIDAVIT**

No changes.

○ **ATTACHMENT D – SELF DECLARATION OF CRIMINAL HISTORY**

No changes.

AMPM POLICY 1020 – UTILIZATION MANAGEMENT

AMPM Policy 1020 was revised 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.

AMPM Policy 1020, formerly titled “Medical Management Scope and Components” was renamed as “Utilization Management” due to removing language and creating separate standalone Policies for various aspects of the Policy.

Newly revised AMPM Policy 1020 will retain the following topics: Utilization Data Analysis and Data Management, Concurrent Review, Discharge Planning, Prior Authorization and Service Authorization, Inter-Rater Reliability, Retrospective review, Clinical Practice Guidelines, and New Medical Technologies and New Uses of Existing Technologies.

Other topics previously in AMPM Policy 1020 have been relocated to newly developed AMPM as follows:

Contractor Care Management – new AMPM Policy 1021
Justice System Reach-In Program – new AMPM Policy 1022
Disease/Chronic Care Management – new AMPM Policy 1023
Drug Utilization Review – new AMPM Policy 1024

In addition, Policy was revised to address annual October 1, 2021 changes, which included updated language related to third party liability and coordination of benefits requirements.

Effective Date of 10/01/21.

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

Attachment A has been relocated and retitled as AMPM Policy 1021 – Attachment A.

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

Attachment B, formerly titled “AHCCCS Adult and Children’s Emergency Department Wait Time Report”, has been relocated and retitled as AMPM Policy 1021 – Attachment B.

○ **ATTACHMENT C – JUSTICE REACH-IN MONITORING REPORT**

Attachment C has been relocated and retitled as AMPM Policy 1022 – Attachment A.

○ **ATTACHMENT D – PHARMACY AND PRESCRIBER REPORT TEMPLATE**

Attachment D has been relocated and retitled as AMPM Policy 1024 – Attachment A.

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

Attachment E has been relocated and retitled as AMPM Policy 1021 – Attachment C.

○ **ATTACHMENT F – MEDICAL MANAGEMENT PROGRAM PLAN CHECKLIST**

Attachment F has been relocated and retitled as AMPM Policy 1010 – Attachment A.

○ **ATTACHMENT G – MEDICAL MANAGEMENT WORK PLAN GUIDE AND TEMPLATE**

Attachment G has been relocated and retitled as AMPM Policy 1010 – Attachment B.

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

Attachment H has been relocated and retitled as AMPM Policy 1021 – Attachment D.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES:

AMPM Policy 1020 was revised to further clarify original changes after being posted for Tribal Consultation Notification/Public Comment on 06/08/21.

AMPM POLICY 1021 – CONTRACTOR CARE MANAGEMENT

AMPM Policy 1021 is a newly developed Policy resulting from breaking the previous AMPM Policy 1020, Medical Management Scope and Components into smaller more specific Policies. Policy was also revised for general formatting updates and made language more specific to the Contractor Care Management process. Additional revisions were made to address annual October 1, 2021 changes.

Effective Date of 10/01/21.

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

Minor clarification and formatting were done throughout attachment A.

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

Attachment B, formerly titled “AHCCCS Adult and Children’s Emergency Department Wait Time Report”, has been renamed. Additionally, a Contractor analysis requirement was added.

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

Minor clarification and formatting were done throughout attachment C.

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

Minor clarification and formatting were done throughout attachment D. On the Admissions tab, clarification was made in the instructions that reporting pertains to members awaiting civil admission or discharge from Arizona State Hospital.

AMPM POLICY 1022 – JUSTICE REACH-IN PROGRAM

AMPM Policy 1022 is a newly developed Policy resulting from breaking the previous AMPM Policy 1020, Medical Management Scope and Components into smaller more specific Policies. Revisions include changing *eligibility* to *health plan enrollment* throughout. Changed requirement for Contractors to conduct care coordination activities for members who have been incarcerated for 20 days or longer; previous requirement was 30 days. All Contractors must conduct pre-release care coordination activities for members transitioning out of juvenile detention jails and prisons. Removed Justice system liaison key position as its currently found in Contract.

Effective Date of 10/01/21.

- **ATTACHMENT A – JUSTICE REACH-IN MONITORING REPORT**

Minor clarification and formatting were done throughout attachment A. Columns were re-arranged and a section for member specific information was added which will eliminate unnecessary columns. Additionally, the requirement was changed for Contractors to conduct care coordination activities for members who have been incarcerated for 20 days or longer; previous requirement was 30 days.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES:

AMPM Policy 1022 was revised to further clarify original changes after being posted for Tribal Consultation Notification/Public Comment on 06/08/21.

AMPM POLICY 1023 – DISEASE/CHRONIC CARE MANAGEMENT

AMPM Policy 1023 is a newly developed Policy resulting from breaking the previous AMPM Policy 1020, Medical Management Scope and Components into smaller more specific Policies. Minor clarification and formatting were done throughout the Policy.

Effective Date of 10/01/21.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES:

AMPM Policy 1023 was revised to further clarify original changes after being posted for Tribal Consultation Notification/Public Comment on 06/08/21.

AMPM APPENDIX H - RESERVED

AMPM Appendix H has been reserved as pertinent information has been incorporated into AMPM Policy 310-R.

Effective Date of 10/01/21.

PREVIOUSLY APPROVED NOT YET EFFECTIVE

AMPM POLICY 310-B, TITLE XIX/XXI BEHAVIORAL HEALTH SERVICE BENEFIT

See Revision Memo dated 08/02/21 for summary of changes.

Implementation Date 10/01/21.

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.

AMPM POLICY 963, PEER AND RECOVERY SUPPORT SERVICE PROVISION REQUIREMENTS

See Revision Memo dated 08/02/21 for summary of changes.

Implementation Date 10/01/21.

AMPM POLICY 1010, MEDICAL MANAGEMENT ADMINISTRATIVE REQUIREMENTS

See Revision Memo dated 08/02/21 for summary of changes.

Implementation Date 10/01/21.

AMPM POLICY 1024, DRUGS UTILIZATION REVIEW

See Revision Memo dated 08/02/21 for summary of changes.

Implementation Date 10/01/21.

AMPM POLICY 1630, ADMINISTRATIVE STANDARDS

See Revision Memo dated 08/02/21 for summary of changes.
Implementation Date 10/01/21.