

DATE: March 01, 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, 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 310-X – OCCUPATIONAL, PHYSICAL, AND SPEECH THERAPIES**

AMPM Policy 310-X 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. Additional changes include incorporating pertinent information from AMPM Policy 1250-E, Rehabilitative Therapies which is being reserved.

○ **ATTACHMENT A – RESERVED**

Attachment A, formerly titled “AHCCCS Adult Member (Persons Age 21 and Older) Therapy Benefit Table”, is being reserved as contents are duplicative with policy language.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES

AMPM Policy 310-X was revised to further clarify original changes after being posted for Tribal Consultation Notification and Public Comment on 12/17/21.

AMPM POLICY 1250-E – RESERVED

AMPM Policy 1250-E, formerly titled “Rehabilitative Therapies”, is being reserved as pertinent information has been incorporated into AMPM Policy 310-X.

[APPROVED NOT YET EFFECTIVE](#)**[AHCCCS Contractor Operations Manual \(AMPM\)](#)****AMPM POLICY 810 – FEE-FOR- SERVICE UTILIZATION MANAGEMENT**

AMPM Policy 810 has been revised to address AHCCCS impacts accordingly, the Department of Economic Security (DES) have agreed to collaborate with the AHCCCS/Division of Fee-for-Services Management (DFSM) for the delivery of services for members enrolled with the Division of Developmental Disabilities’ (DDD) Tribal Health Plan (DDD-THP). With the goal of identifying system efficiencies that continue to meet members’ acute physical and behavioral health needs, AHCCCS and DDD will partner to have AHCCCS/DFSM act as a “subcontractor” by managing a subset of health plan functions for DDD-THP members, leveraging AHCCCS’ expertise with their current Fee-For-Service (FFS) delivery system for American Indian/Alaska Native (AI/AN) members who are not enrolled with the Division.

AHCCCS/DFSM will manage Prior Authorization/Utilization Review (PA/UR) for Physical Health (PH), including that for children with qualifying conditions under the Children’s Rehabilitative Services (CRS) category, and Behavioral Health (BH), including services for members designated with a Seriously Mental Illness (SMI). This would encompass, at a minimum, claims payments, and provider relations with AHCCCS

registered providers, as well as care management responsibilities performed by Tribal ALTCS staff who will manage care coordination with DDD for Long Term Services and Supports (LTSS).

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES

AMPM Policy 320-V was revised to update a “TBD” fax number with dedicated fax number.
Notification/Public Comment on 12/17/21.
Implementation Date: 04/01/22

AMPM POLICY 830 – QUALITY OF CARE AND FEE-FOR-SERVICE PROVIDER REQUIREMENTS

AMPM Policy 830 has been revised to provide clarity surrounding reporting and resolution cases of Internal Referral Forms (IRFs), Quality of Care (QOC) Concerns and Incident, Accident or Deaths (IADs). Clarification was also added regarding adverse actions taken by Arizona Department of Health Services, Division of Licensing will result in AHCCCS also taking action against a Fee-for-Service provider.
Implementation Date: 04/01/22