

DATE: June 15, 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 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 \(AMPM\)](#)

None at this time.

NEWLY ADDED TO APPROVED NOT YET EFFECTIVE

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

AMPM POLICY 590 – BEHAVIORAL HEALTH CRISIS SERVICES AND CARE COORDINATION

AMPM Policy 590 is a new policy created to provide guidance for the Behavioral Health Crisis Services and Care Coordination of those services. Mobile Crisis Team response times was clarified and moved from ACOM Policy 436. Grammatical language was also clarified.

Implementation Date 10/01/22.

○ **ATTACHMENT A – CRISIS SERVICES REPORT**

Attachment A is a new attachment for reporting crisis services.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES:

AMPM Policy 590 was revised to further clarify original changes after being posted for Tribal Consultation Notification and Public Comment on 04/15/22.

AMPM POLICY 950 – CREDENTIALING AND RE-CREDENTIALING PROCESSES

AMPM Policy 950 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. To align with National Committee for Quality Assurance (NCQA) accreditation requirements, additional clarification surrounding Clinical Nurse Specialist list of providers for credentialing was revised. Updated CFR codes to align with contract requirements and clarification. Language regarding County Health Departments and immunizations to members was aligned with standard language and removed language in relation to Community Service Agencies (CSAs) as it is referenced within other standard policies.

Implementation Date 10/01/22.

○ **ATTACHMENT A – AHCCCS CONTRACTOR QUARTERLY CREDENTIALING REPORT**

Attachment A was revised to update information for recredentialing data and removed separate reporting for oral health providers. Oral health providers will now be reported with all of the credentialed providers.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES:

AMPM Policy 950 was revised to further clarify original changes after being posted for Tribal Consultation Notification and Public Comment on 04/22/22.

AMPM POLICY 960 – QUALITY OF CARE CONCERNS

AMPM Policy 960 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. Revisions for clarification of requirements was noted to reduce duplication with AMPM Policy 961. Clarifying language was added if a concern was not determined to be a Quality of Care (QOC) concern then a clear rationale of the closure must be provided. Additional revisions include adding language speaking to specific concerns and the findings report as well as moving language within the Policy for a clearer understanding.

Implementation Date 10/01/22.

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

Attachment C was revised to clarify where to document individual Quality of Care (QOC) case IDs when working a systemic case and identifying individual concerns.

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

No changes.

AMPM POLICY 961 – INCIDENT, ACCIDENT, AND DEATH REPORTING

AMPM Policy 961 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. Common terms were removed from Policy and added to the Contract and Policy Dictionary. Language around Seclusion and Restraint (SAR) Individual Reporting Form was added as reference for ease of application. Reporting requirements (hours to days) and Quality Management (QM) updates have been addressed to for consistency.

Implementation Date 10/01/22.

AMPM POLICY 1022 – JUSTICE REACH-IN PROGRAM

AMPM Policy 1022 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. TRBHA was removed from the purpose statement to align with 10/01/22 changes as ACC and RBHA members are moving into AIHP or AIHP/TRBHA. Clarified the responsibilities of Fee-For-Service providers on collaboration with justice system stakeholders to provide care coordination activities.

Implementation Date 10/01/22.

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

No changes.

AMPM POLICY 1620-10 – AHCCCS PERSON-CENTERED SERVICE PLAN

AMPM Exhibit 1620-10 was revised to add prioritization of individual goals to align with the National Committee for Quality Assurance (NCQA) Long Term Services and Supports (LTSS) Requirements.
Implementation Date 10/01/22.

PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE

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

AMPM EXHIBIT 300-1 – AHCCCS COVERED SERVICES WITH SPECIAL CIRCUMSTANCES

Refer to Revision Memo dated 05/27/22.
Implementation Date 07/01/22.

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 310-BB - TRANSPORTATION

Refer to Revision Memo dated 05/27/22.
Implementation Date 07/01/22.

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 580 – RESERVED

Refer to Revision Memo dated 05/27/22.
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.