

DATE: March 15, 2023,
TO: Holders of the AHCCCS Medical Policy Manual
FROM: DHCS 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 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.

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 POLICY 320-Z – MEMBERS ON CONDITIONAL RELEASE

AMPM Policy 320-Z is a new policy created to outline expectations of Contractor surrounding members release from Arizona State Hospital (ASH) who must adhere to a conditional release plan under the jurisdiction of the Superior Court. In the past, the Psychiatric Security Review Board (PSRB) held jurisdiction of these members in collaboration with contracted health plans, ASH, and community providers. The PSRB was dissolved by Arizona Senate Bill 1839 (2021), which amended A.R.S. § 11-584 as well as A.R.S. 13-3991 et seq. The policy outlines new responsibilities and expectations of the contractor and community providers. Major policy requirements include verbiage surrounding reporting requirements, member monitoring, and inclusion of required community provider training by the Contractor to ensure knowledge of statutory changes as they apply to the community provider role.

AMPM POLICY 1021 – CONTRACTOR CARE MANAGEMENT

AMPM Policy 1021 was revised to align with Arizona Senate Bill 1839 (2021), which amended A.R.S. § 11-584 as well as A.R.S. 13-3991 et seq. as it relates to the repeal of the Psychiatric Security Review Board (PSRB). Policy was also revised to conform with National Committee for Quality Assurance (NCQA) requirements and annual contract updates. A new reporting requirement for High Cost Behavioral Health with Attachment E was added.

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

No changes.

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

Columns modified in Attachment B; added *Discharge Disposition* and *Medical Director Notification Date*; updated Contractor Coordination of Care Activities to Facilitate Placement or Wrap Around Services to include *barriers identified*.

○ **ATTACHMENT C – RESERVED**

Attachment C, formerly titled “*Arizona State Hospital Admission and Discharge Deliverable Template*” is reserved; refer to Contract for reporting requirement.

○ **ATTACHMENT D – RESERVED**

Attachment D, formerly titled “*Psychiatric Security Review Board-Guilty Except Insane Conditional Release Report*” is reserved as information is no longer pertinent to Policy.

○ **ATTACHMENT E – HIGH COST BEHAVIORAL HEALTH REPORT**

New Attachment E outlines reporting requirements for high cost behavioral health report.