













CONTRACT AND POLICY UNIT

10/01/24 OPEN LIST - POLICIES



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This list outlines pre-identified policies intended for an effective date of 10/01/24 or Upon Publishing.

The policies are categorized by manual and applicability:

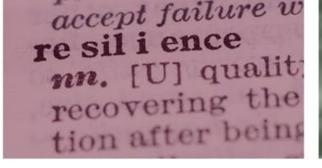
- AHCCCS Contractor Operations Manual (ACOM)
- AHCCCS Medical Policy Manual (AMPM)

NOTE:











AHCCCS CONTRACTOR OPERATIONS MANUAL ACOM POLICIES

*APPLIES TO MANAGED CARE ORGANIZATIONS (MCO)s.

AHCCCS WELCOMES TRIBAL STAKEHOLDER FEEDBACK ON ALL POLICIES.



List of ACOM Policies

Policy	Reason for opening	Interest in providing feedback?
ACOM Policy 104 - Continuity of Operations and Recovery Plan	General 5-year review	
ACOM Policy 108 - AHCCCS Security Rule Compliance	General 5-year review	
ACOM Policy 109 - Institution for Mental Disease 15 Day Limit	General 5-year review	
ACOM Policy 205 – Ground Ambulance Transportation Reimbursement	General 5-year review	
ACOM Policy 314 – Auto-Assignment Algorithm	 10/01/24 annual updates, National Committee for Quality Assurance (NCQA) accreditation updates 	
ACOM Policy 402 – Member Transition For Annual Enrollment Choice and Eligibility Changes	General 5-year review	
ACOM Policy 403 – Enrollment Choice in a County with Choice and Change of Contractor: ALTCS CONTRACTORS	General 5-year review	
ACOM Policy 404 - Contractor Website and Member Information	10/01/24 annual updates	



Policy	Reason for opening	Interest in providing feedback?
ACOM Policy 405 - Cultural Competency, Language Access Plan, and Family-Member Centered Care	 10/01/24 annual updates, National Committee for Quality Assurance (NCQA) accreditation updates 	
ACOM Policy 406 - Member Handbook and Provider Directory	10/01/24 annual updates	
ACOM Policy 415 - Provider Network Development and Management Plan; Periodic Network Reporting Requirements	 10/01/24 annual updates, National Committee for Quality Assurance (NCQA) accreditation 	
ACOM Policy 416 - Provider Information	10/01/24 annual updates	
ACOM Policy 417 - Appointment Availability, Transportation Timeliness, Monitoring, and Reporting	10/01/24 annual updates	
ACOM Policy 421 - Contract Termination Nursing Facilities and Alternative Home and Community Based Settings	General 5-year review	



Policy	Reason for opening	Interest in providing feedback?
ACOM Policy 423 - Financial Responsibility for Court Ordered Treatment for DUI/Domestic Violence or Other Criminal Offenses	General 5-year review	
ACOM Policy 433 - Member Identification Cards	10/01/24 annual updates	
ACOM Policy 435 - Telephone Performance Standards and Reporting	General 5-year review	
ACOM Policy 436 - Network Standards	10/01/24 annual updates	
ACOM Policy 438 – Administrative Services Subcontractor Evaluation	 10/01/24 annual updates, National Committee for Quality Assurance (NCQA) accreditation updates 	
ACOM Policy 444 - Notice of Appeal Requirements (Serious Mental Illness Appeals)	10/01/24 annual updates	











AHCCCS MEDICAL POLICY MANUAL AMPM POLICIES

*APPLIES TO MANAGED CARE ORGANIZATIONS (MCO)s, FEE-FOR-SERVICE (FFS) PROGRAMS, AND PROVIDERS

AHCCCS WELCOMES TRIBAL STAKEHOLDER FEEDBACK ON ALL POLICIES.



List of AMPM Policies

Policy	Reason for opening	Interest in providing feedback?
AMPM Exhibit 400-2A – Maternity and Family Planning Services	 10/01/24 annual updates, National Committee for Quality Assurance (NCQA) accreditation updates 	
AMPM Policy 310-L – Hysterectomy	General 5-year review	
AMPM Policy 310-HH - End of Life Care and Advance Care Planning	General 5-year review	
AMPM Policy 320-T1 - Block Grants and Discretionary Grants	10/01/24 annual updates	
AMPM Policy 320-T2 – Non-Title XIX XXI Services and Funding (Excluding Block Grants and Discretionary)	10/01/24 annual updates	
AMPM Policy 430 – EPSDT Services	 10/01/24 annual updates, National Committee for Quality Assurance (NCQA) accreditation updates 	



Policy	Reason for opening	Interest in providing feedback?
AMPM Policy 431 – Oral Health Care for EPSDT Aged Members	 10/01/24 annual updates, National Committee for Quality Assurance (NCQA) accreditation updates 	
AMPM Policy 560 - Children's Rehabilitative Services Care Coordination and Service Plan Management	General 5-year review	
AMPM Policy 650 - Behavioral Health Provider Requirements for Assisting Individuals with Eligibility Verification and Screening, Application for Public Health Benefits	General 5-year review	
AMPM Policy 660 - Opioid Treatment Program Mid-Level Exemption	10/01/24 annual updates	
AMPM Policy 910 - Quality Management/Performance Improvement Program Scope	10/01/24 annual updates	



Policy	Reason for opening	Interest in providing feedback?
AMPM Policy 920 - Quality Management/Performance Improvement Program Administrative Requirements	 10/01/24 annual updates, National Committee for Quality Assurance (NCQA) accreditation updates 	
AMPM Policy 960 - Quality of Care Concerns	10/01/24 annual updates	
AMPM Policy 961 - Incident, Accident, and Death Reporting	10/01/24 annual updates	
AMPM Policy 963 - Peer and Recovery Support Service Provision Requirements	10/01/24 annual updates	



Policy	Reason for opening	Interest in providing feedback?
AMPM Policy 1010 - Medical Management Administrative Requirements	 10/01/24 annual updates, National Committee for Quality Assurance (NCQA) accreditation updates 	
AMPM Policy 1022 - Justice Reach-In Program	 10/01/24 annual updates, National Committee for Quality Assurance (NCQA) accreditation updates 	
AMPM Policy 1100 - Federal Emergency Services Program Overview	General 5-year review	
AMPM Policy 1240-A - Direct Care Services	General 5-year review	
AMPM Policy 1250-H - Companion Care	General 5-year review	

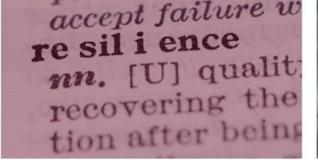


Policy	Reason for opening	Interest in providing feedback?
AMPM Exhibit 1620-20 - Prior Authorization of Services for ALTCS Members	General 5-year review	
AMPM Policy 1620-D - Placement and Service Planning Standard	10/01/24 annual updates	
AMPM Policy 1620-E - Service Plan Monitoring and Reassessment Standard	10/01/24 annual updates	
AMPM Policy 1620-K - Skilled Nursing Need Standard	General 5-year review	
AMPM Policy 1620-L - Case File Documentation Standard	General 5-year review	











PUBLIC COMMENT



PUBLIC COMMENT

- Both ACOM and AMPM Policies with substantial changes go out for Public Comment (PC)
- PC is typically 45 days; however, Executive Management may approve an expedited 14-day comment period
- All individuals that have signed up for our Constant Contact will be notified of the Policy being posted for comment and have the opportunity to provide feedback on the changes

The AHCCCS Medical Policy Manual (AMPM) provides information to Contractors and Providers regarding services that are covered within the AHCCCS program. The AMPM is applicable to both Managed Care and Feefor-Service members.

The AMPM should be referenced in conjunction with State and Federal regulations, other Agency manuals [AHCCCS Contractors' Operations Manual (ACOM) and the AHCCCS Fee-for-Service Manual], and applicable contracts.

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