

**DATE:** February 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](mailto: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.

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#### **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 \(AMPM\)](#)**

Pursuant to Laws 2019, 1st Regular Session, Chapter 305, behavioral health services for children in DCS custody were anticipated to transition from the RBHA Contractors to DCS/CMDP. However, this implementation has been delayed. Revisions that have already been completed for ACOM and AMPM Policies and Attachment(s), related to this anticipated integration [**listed in document provided below**], will remain in the impacted policies but will not be applicable until such time that CMDP behavioral health service integration the anticipated implemented will be April 01, 2021. All the revisions unrelated to the integration of behavioral health services for CMDP members; will continue to be effective October 01, 2020.

[https://www.azahcccs.gov/shared/Downloads/ACOM/NotEffective/Policies\\_CMDP\\_Integration\\_Changes\\_To\\_Publish.pdf](https://www.azahcccs.gov/shared/Downloads/ACOM/NotEffective/Policies_CMDP_Integration_Changes_To_Publish.pdf)

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**UPDATES AND REVISIONS TO THE AHCCCS MEDICAL POLICY MANUAL (AMPM)****AHCCCS MEDICAL POLICY MANUAL (AMPM)****AMPM POLICY 411, WOMEN'S PREVENTIVE CARE SERVICES**

AMPM Policy 411 updates included updating the word preventive to preventative in both the title of the Policy and throughout the Policy to align with the Arizona State Plan. Several definitions were also updated including Family Planning Counseling updating it to Family Planning Services and Supplies to align with the Arizona State Plan, the definition of Human Papillomavirus (HPV) was updated to remove age restrictions per updated CDC guidance. Within the Policy a reference to AMPM Policy 310-M that will further specify immunization information. Additional references to AMPM Exhibit 400-3 was added for additional policy requirements for member outreach and to align with the requirements in ACOM 406 were added. References were removed to Reserved AMPM Policy 310-H and has been replaced with a reference to AMPM Chapter 300 in its place.

Post TCN/PC Change – Clarified requirements of adding a reference to AMPM Policy 310-BB for medically necessary transportation including well-woman preventative care services and added reference to ACOM Policy 431 for clarity relating to cost sharing.

- **ATTACHMENTS - NONE**

**AMPM POLICY 431, ORAL HEALTH CARE FOR EPSDT AGED MEMBERS**

AMPM Policy 431 was revised to add language for ADHS dental sealant program and strengthen language for affiliated practice dental hygienist.

- **ATTACHMENT A, AHCCCS DENTAL PERIODICITY SCHEDULE**

Attachment A was updated to include the term Health Care Decision Maker

- **ATTACHMENT B, DENTAL PLAN AND EVALUATION CHECKLIST**

No changes.

**POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES:**

AMPM Policy 431 was revised to further clarify original changes after being posted for Tribal Consultation Notification/Public Comment on 12/07/20.

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**AMPM POLICY 540, ELECTRONIC VISIT VERIFICATION**

AMPM Policy 540 is a new Policy developed in adherence to 42 U.S.C. § 1396b(l). AHCCCS has implemented an Electronic Visit Verification (EVV) system for personal care and home health services. This Policy establishes requirements for Contractors and providers in relation to the EVV system.

*Retroactive Effective Date of 01/01/21.*

○ **ATTACHMENT A, DESIGNEE ATTESTATION**

Attachment A is a new Attachment form to attest to the person a member would like to verify service was received in their place. Also includes a designee attestation that they understand and accept the responsibility.

*Retroactive Effective Date of 01/01/21.*

○ **ATTACHMENT B, PAPER TIMESHEET ATTESTATION**

Attachment B is a new Attachment form for member to attest to the reason why a paper timesheet is needed instead of traditional EVV. Paper timesheet will still be used in conjunction with a device that will independently verify the date and time of service.

*Retroactive Effective Date of 01/01/21.*

○ **ATTACHMENT C, AHCCCS ELECTRONIC VISIT VERIFICATION (EVV) PAPER TIMESHEET**

Attachment C is a new Attachment form for member to document service dates, times, and tasks completed.

*Retroactive Effective Date of 01/01/21.*

○ **ATTACHMENT D, CONTINGENCY/BACK-UP PLAN**

Attachment D, formerly titled “AMPM Exhibit 1620-14”, has been moved to AMPM Policy 540 as a new Attachment D. The Contingency/Back-Up Plan has been modified to include all EVV services and is no longer specific only to ALTCS members.

*Retroactive Effective Date of 01/01/21.*

**POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES:**

AMPM Policy 540 was revised to further clarify original changes after being posted for Tribal Consultation Notification/Public Comment on 11/20/20.

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**AMPM POLICY 1310-A, AGENCY WITH CHOICE**

AMPM Policy 1310-A was revised to address gaps in services reporting that changed with the Electronic Visit Verification (EVV) process. Clarification was added to communicate with the provider agency regarding gaps in services and to notify the provider agency when a service scheduling change has occurred, in order to prevent the scheduling change from being inappropriately recorded as a gap in services.

*Retroactive Effective Date of 01/01/21.*

- **ATTACHMENT A, AGENCY WITH CHOICE PARTNERSHIP AGREEMENT**

Attachment A was updated to align responsibilities with AMPM Policy 540, Electronic Visit Verification.

*Retroactive Effective Date of 01/01/21.*

- **ATTACHMENT B, AGENCY WITH CHOICE INDIVIDUAL REPRESENTATIVE FORM**

No changes.

*Retroactive Effective Date of 01/01/21.*

**AMPM EXHIBIT 1620-14, RESERVED**

AMPM Exhibit 1620-14, formerly titled “ALTCS Member Contingency Back Up Plan”, is being reserved as pertinent information has incorporated in AMPM Policy 540, as Attachment D.

**APPROVED NOT YET EFFECTIVE****AMPM POLICY 965, COMMUNITY SERVICE AGENCIES**

AMPM Policy 965 was revised to update Contact information to reflect the move to 801 E. Jefferson St. address.

*Policy has an implementation date of 04/01/21.*

- **ATTACHMENT A, INITIAL APPLICATION AND CREDENTIALING AMENDMENT REQUEST**

Attachment A was revised to reflect current health plan names for AHCCCS Contractors.  
*Attachment A has an implementation date of 04/01/21.*

○ **ATTACHMENT B, DOCUMENTATION STANDARDS**

No changes.

*Attachment B has an implementation date of 04/01/21.*

○ **ATTACHMENT C, COMMUNITY SERVICE AGENCY, CRIMINAL HISTORY AFFIDAVIT**

No changes.

*Attachment C has an implementation date of 04/01/21.*

○ **ATTACHMENT D, COMMUNITY SERVICE AGENCY, SELF-DECLARATION OF CRIMINAL HISTORY**

No changes.

*Attachment D has an implementation date of 04/01/21.*

**PREVIOUSLY APPROVED NOT YET EFFECTIVE**

*Please note that as a result of the current Public Health Emergency the implementation of the new Person-Centered Service Plan (PCSP) Tool and process has been postponed. AHCCCS intends to postpone PCSP. Contractors and Tribal ALTCS Programs are not required to implement the PCSP requirements noted in this policy until further notification.*

**AMPM POLICY 1610, GUIDING PRINCIPLES AND COMPONENTS OF ALTCS CASE MANAGEMENT**

See Revision Memo dated 08/03/20 for summary of changes.  
*Implementation Date Upon Publishing.*

**AMPM EXHIBIT 1620-10, AHCCCS PERSON CENTERED SERVICE PLAN**

See Revision Memo dated 10/30/20 for summary of changes.  
*Implementation Date Upon Publishing.*

**AMPM EXHIBIT 1620-13, ALTCS MEMBER SERVICE PLAN**

See Revision Memo dated 07/01/20 for summary of changes.  
*Implementation Date Upon Publishing.*

**AMPM EXHIBIT 1620-14, RESERVED**

See Revision Memo dated 11/03/20 for summary of changes.  
*The Exhibit will be Reserved with the Implementation Date Upon Publishing.*

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**AMPM EXHIBIT 1620-17, HOME AND COMMUNITY BASED SERVICES NEEDS TOOL GUIDELINES**

See Revision Memo dated 01/11/21 for summary of changes.  
*Implementation Date Upon Publishing.*

**AMPM POLICY 1620-A, INITIAL CONTACT VISIT STANDARD**

See Revision Memo dated 08/03/20 for summary of changes.  
*Implementation Date Upon Publishing.*

**AMPM POLICY 1620-B, NEEDS ASSESSMENT CARE PLANNING STANDARD**

See Revision Memo dated 08/03/20 for summary of changes.  
*Implementation Date Upon Publishing.*

**AMPM POLICY 1620-D, PLACEMENT SERVICE PLANNING STANDARD**

See Revision Memo dated 08/14/20 for summary of changes.  
*Implementation Date Upon Publishing.*

**AMPM POLICY 1620-E, SERVICE PLAN MONITORING AND REASSESSMENT STANDARD**

See Revision Memo dated 08/03/20 for summary of changes.  
*Implementation Date Upon Publishing.*