

DATE: March 21, 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 1320-A – SELF-DIRECTED ATTENDANT CARE

AMPM Policy 1320-A was revised to address the gaps in services reporting processes that changed with Electronic Visit Verification (EVV). 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.

○ **ATTACHMENT A – SELF-DIRECTED ATTENDANT CARE MEMBER CONTINGENCY PLAN**

Attachment A new attachment outlining the self-directed attendant care member contingency plan.

APPROVED NOT YET EFFECTIVE

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

AMPM POLICY 810 – FEE-FOR-SERVICE UTILIZATION MANAGEMENT

Refer to Revision Memo dated 03/01/22 for summary of changes.

Implementation Date: 04/01/22

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

Refer to Revision Memo dated 03/01/22 for summary of changes.

Implementation Date: 04/01/22