DATE: August 03, 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)

AMPM EXHIBIT 1620-1 – CASE MANAGEMENT TIMEFRAMES

AMPM Exhibit 1620-1 was revised to align language with person-centered service plan (PCSP).

NEWLY ADDED TO APPROVED NOT YET EFFECTIVE

AHCCCS Contractor Operations Manual (AMPM)

AMPM POLICY 910 – QUALITY MANAGEMENT- PERFORMANCE IMPROVEMENT PROGRAM SCOPE

AMPM Policy 910 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. Additional revisions include adding in new requirement as a result of NCQA Accreditation efforts and clarifying expectations and requirements found in Contract and or AMPM Chapter 900. Implementation Date 10/01/22

○ ATTACHMENT A – AHCCCS CONTRACTOR SERVICES-SERVICE SITE MONITORING

No changes.

○ ATTACHMENT B – ALTCS CONTRACTORS MONITORING OF DIRECT CARE WORKER TRAINING AND TESTING STANDARDS

No changes.
AMPM POLICY 963 – PEER AND RECOVERY SUPPORT SERVICE PROVISION REQUIREMENTS

AMPM Policy 963 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. Clarification was added surrounding Peer Support Employment Training Program.

Implementation Date 10/01/22

- **ATTACHMENT A – PEER RECOVERY SUPPORT SPECIALIST INVOLVEMENT IN SERVICE DELIVERY**

  Attachment was revised for the following: Tab 1: File naming instructions updated for ACC-RBHA. Tab 2: Deleted as it was not needed. Tab 3: Included FFS Provider and updated to ACC-RBHA.

- **ATTACHMENT B – PEER SUPPORT EMPLOYMENT TRAINING PROGRAM APPLICATION TEMPLATE**

  Attachment B was revised for minor changes to provide clarity.

- **ATTACHMENT C – PEER SUPPORT EMPLOYMENT AND TRAINING GRADUATES**

  No changes.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES:

AMPM Policy 963 was revised to further clarify original changes after being posted for Tribal Consultation Notification and Public Comment on 05/25/22.

AMPM POLICY 964 – CREDENTIALED PARENT PEER-FAMILY SUPPORT REQUIREMENTS

AMPM Policy 964 title was updated to “Credentialed Parent Peer/Family Support Requirements” and was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors.

Implementation Date 10/01/22

- **ATTACHMENT A – CREDENTIALED PARENT PEER-FAMILY SUPPORT SPECIALIST INVOLVEMENT IN SERVICE DELIVERY REPORT**

  Attachment A was revised for the following: Tab 1: File naming instructions updated for ACC-RBHA. Tab 2: Deleted as it was not needed. Tab 3: Updated for ACC-RBHA. Tab 4: Revised to include two new columns, “City” and “Geographic Service Area.”

- **ATTACHMENT B – CREDENTIALED PARENT PEER-FAMILY SUPPORT PARTNER GRADUATES**

  Title for Attachment B was revised to “Credentialed Parent Peer/Family Support Partner Graduates.”
**AMPM POLICY 980 – PERFORMANCE IMPROVEMENT PROJECTS**

AMPM Policy 980 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors and to provide additional clarity related to expectations, where needed.  
*Implementation Date 10/01/22*

- **ATTACHMENT A – PROTOCOL FOR CONDUCTING PERFORMANCE IMPROVEMENT PROJECTS**

  Attachment A was revised for minor formatting and clarified the selected PIP indicator shall reliability measure/answer the PIP aim statement.

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

AMPM Policy 980 was revised to further clarify original changes after being posted for Tribal Consultation Notification and Public Comment on 05/20/22.

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**PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE**

**AHCCCS Contractor Operations Manual (AMPM)**

**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 320-C – BREAST AND CERVICAL CANCER TREATMENT PROGRAM**

Refer to Revision Memo dated 05/16/22.  
*Implementation Date 10/01/22*

**AMPM POLICY 431 – ORAL HEALTH CARE FOR EARLY AND PERIODIC SCREENING, DIAGNOSIS AND TREATMENT AGED MEMBERS**

Refer to Revision Memo dated 07/01/22.  
*Implementation Date 10/01/22*
AMPM POLICY 570 – PROVIDER CASE MANAGEMENT

Refer to Revision Memo dated 07/01/22.
Implementation Date 10/01/22

AMPM POLICY 580 – RESERVED

Refer to Revision Memo dated 05/27/22.
Implementation Date 10/01/22.

AMPM POLICY 590 – BEHAVIORAL HEALTH CRISIS SERVICES AND CARE COORDINATION

Refer to Revision Memo dated 06/15/22.
Implementation Date 10/01/22.

AMPM POLICY 950 – CREDENTIALING AND RECREDENTIALING PROCESSES

Refer to Revision Memo dated 06/15/22.
Implementation Date 10/01/22.

AMPM POLICY 960 – QUALITY OF CARE CONCERNS

Refer to Revision Memo dated 06/15/22.
Implementation Date 10/01/22.

AMPM POLICY 961 – INCIDENT, ACCIDENT, AND DEATH REPORTING

Refer to Revision Memo dated 06/15/22.
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.

AMPM POLICY 1020 – UTILIZATION MANAGEMENT

Refer to Revision Memo dated 07/01/22.
Implementation Date 10/01/22

AMPM POLICY 1021 – CONTRACTOR CARE MANAGEMENT

Refer to Revision Memo dated 07/01/22.
Implementation Date 10/01/22
AMPM POLICY 1022 – JUSTICE REACH-IN PROGRAM

Refer to Revision Memo dated 06/15/22.
Implementation Date 10/01/22.

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

Refer to Revision Memo dated 06/15/22.
Implementation Date 10/01/22.

AMPM POLICY 1620-E – SERVICE PLAN MONITORING AND REASSESSMENT STANDARD

Refer to Revision Memo dated 07/01/22.
Implementation Date 10/01/22.