



## DEPARTMENT OF ECONOMIC SECURITY

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# DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

## Policy Notification - August 29, 2024

Target Audience - Qualified Vendors and Providers

Transmittal Date - 8/29/2024

The Division of Developmental Disabilities Policy Unit has two new policies and 19 revised policies to report this week. Policies may be viewed by accessing the [Policies screen](#) located on the Division's external website.

### NEW POLICIES

#### [Division Behavior Supports Policy Manual Chapter 800 Behavior Plan Development and Monitoring](#)

This is a new policy that brings together and clarifies the processes used to develop, implement and monitor behavior plans for members who reside in licensed residential settings and/or who may have restricted techniques as part of their behavior plan.

- General Information
- Behavior Plan Development
  - Best practices for developing a behavior plan
  - Timeframes for completion
- Behavior Plan monitoring requirements

#### [AdSS Medical Policy 310-X Rehabilitative or Restorative Occupational Therapy, Physical Therapy, and Speech Pathology Services](#)

AdSS Medical Policy 310-X Habilitative or Developmental Occupational Therapy, Physical Therapy, and Speech Pathology Services was revised with the following changes:

- A new AdSS 310-X was developed to be consistent with Division Medical 310-X and AMPM 310-X.
- Outlines AdSS requirements for coverage of rehabilitative or restorative occupational, physical, and speech pathology services.

### REVISED POLICIES

#### [Division Behavior Supports Policy Manual Chapter 100 Applicability, Definitions, and Guiding Principles](#)

This policy was updated as follows:

The language on applicability aligns with Article 9. This policy was expanded to include definitions that are found throughout the behavior support manual, and guiding principles for behavior plans.

- Applicability
- Definitions
- Guiding Principles
  - Person Centered Planning
  - Trauma Informed Care
  - Key Principles of Trauma Informed Care
  - Understanding Behavior

### **Division Behavior Supports Policy Manual Chapter 200 Prohibitions and Restricted Techniques**

This policy was updated as follows:

- Prohibited techniques
  - Expanded content to define further.
- Restricted techniques
  - Emphasis on using yellow light techniques, only when they are a part of an approved behavior plan, and only in the manner approved in the behavior plan.
  - Expanded types of restricted techniques
    - Restitution (was previously a standalone policy, chapter 600)
      - Requirements when restitution is recommended as part of a behavior plan strategy.
- Rights restrictions
  - Expanded content to define rights restrictions, requirements for PRC/IOC approval prior to implementation, criteria for planning teams to consider when using a rights restriction, documentation requirements, and required protocol for PCSP and Behavior Plans.
- Protective Devices
  - Requirements for a protective device that is designed to reduce the likelihood of injury from self-injurious behavior.
  - Protective Device Protocol requirements and fading plan.
  - Clarified medical protective equipment are considered health care related protective equipment and are not considered protective devices by this policy.
- Global Positioning Systems/Electronic Tracking Devices
  - Added definition when used as a safety device to locate a member.
  - Requirements for using GPS/Electronic Tracking Devices
  - Parameters for use

### **Division Behavior Supports Policy Manual Chapter 300 Sanctions**

This policy was updated as follows:

- Added purpose statement
- Change title of the policy from “Violations” to “Sanctions”

## **Division Behavior Supports Policy Manual Chapter 400 Program Review Committee**

This policy was updated as follows:

- Added purpose statement
- Provide overview of the PRC, including:
  - Panel composition
  - PRC Review Attendance
  - PRC Responsibilities
    - Approvals
    - Provisional Approvals
    - Disapproved Plans
    - Requesting Second Level Reviews
- Request for Emergency Review of Restricted techniques
- Requesting Exception from Annual PRC review
  - Review Exception Criteria
  - Request and Reviews of Exceptions to the I PRC Review Process
  - Loss of eligibility for Exception to the PRC Review Process
  - Monitoring and Documentation of Exceptions to the PRC Review Process
- Exiting Plans from PRC

## **Division Behavior Supports Policy Manual Chapter 500 Planning Team Responsibilities**

This policy was updated as follows:

- Added purpose statement
- Provide overview of the Planning Team Responsibilities, including:
  - Behavior Plan Development- Who is responsible for developing the plan
  - Coordination of FBA into a Behavior Plan
  - Required documents for Behavior Plan Packet
  - Support Coordinator Responsibilities
  - Behavior Plan Packet Submission Requirements

## **Division Behavior Supports Policy Manual Chapter 600 Training**

This policy was updated as follows:

- Added purpose statement
- Removed language “Restitution” and added to Behavior Support Manual Chapter 200- Prohibitions and Restricted Techniques.
- State requirements for:
  - Article 9
  - Prevention and Support
  - Article 9 Instructor

- Prevention and Support Instructor
- Training Documentation

### **Division Behavior Supports Policy Manual Chapter 700 Behavior Modifying Medications**

This policy was updated as follows:

- Added purpose statement
- Clarified that herbal remedies and supplements prescribed as a scheduled dose solely for the purpose of sleep preparation, such as Melatonin are not considered psychotropic medications.
- Retained language from previous policy, in alignment with Article 9
- Changed “older” and “newer” antipsychotic medications to “first generation” and “second generation”
- The remaining language was moved to other sections of the behavior support manual
  - Monitoring Behavior Plans- moved to Chapter 800
  - Removed “Paper Review” process, and replaced it with “PRC Annual Review Exception Process” in chapter 400, Program Review Committee
  - Removed “Exit Criteria” and replaced it in Chapter 400, Program Review Committee.

### **Division Behavior Supports Policy Manual Chapter 900 Emergency Measures**

This policy was updated as follows:

- Added purpose statement
- Added section “Information” on considerations for use of emergency measures
- State two types of emergency measures
  - Physical Intervention Techniques
  - Specific one time use of Psychotropic Medication
- Reporting Requirements
- Language was retained to ensure alignment with Article 9 Requirements.

### **Division Medical Policy 310-X Habilitative or Developmental Occupational Therapy, Physical Therapy, and Speech Pathology Services**

Division Medical Policy 310-X Habilitative or Developmental Occupational Therapy, Physical Therapy, and Speech Pathology Services was revised with the following changes:

- Updates the policy title from “Rehabilitative Therapy” to “Habilitative or Developmental Occupational Therapy, Physical Therapy, and Speech Pathology Services”.
- Updates the purpose statement to clarify the Division’s coverage of habilitative or developmental therapy services.
- Updates the definitions section of the policy.
- Outlines requirements for the Division for covering habilitative or developmental therapy services.

### **Division Medical Policy 570 Behavioral Health Provider Case Management**

This policy has been revised and reorganized to align with recent AHCCCS updates to AMPM policy 570

including:

- Definition added for Tribal Health Program.
- Definitions for types of provider case management intensity were removed from the Definitions Section and incorporated as policy language within the policy.
- The term “crisis and safety plan” changed to “safety plan” throughout the policy.
- Contact with a member within “24 hours” of discharge from a crisis setting changed to within “72 hours” of discharge from a crisis setting.
- Reference to “Division, TRBHAs and fee-for-service providers” changed to “fee-for-service providers” throughout the policy.
- “Housing Services” and “Social Determinants of Health” were added to help clarify case management activities.
- Language added in Section D., “The Division Behavioral Health Administration shall monitor the AHCCCS QM Portal for notifications and monthly progress reports for out-of-state placement for behavioral health treatment.”
- Language added regarding completion of the special assistance assessment and entering the assessment into the medical record.
- Language added regarding coordinating additional supports and services to accommodate member needs during and after a crisis event.
- Clarifying language added with respect to expectations of members receiving contact
- information regarding On-Call 24/7 availability of services and how to access the crisis system and other natural supports to respond to member crisis.
- Clarifying language added regarding the contractor’s duty to ensure providers meet caseload ratios.
- New section added regarding Division Oversight and Monitoring of Administrative Services Subcontractors.

### **AdSS Medical Policy 570 Behavioral Health Provider Case Management**

This policy has been revised and reorganized to align with recent updates to Division Medical Policy 570 and AHCCCS AMPM Policy 570 including:

- Definitions for types of provider case management intensity were removed from the Definitions Section and incorporated as policy language within the policy.
- The term “crisis and safety plan” changed to “safety plan” throughout the policy.
- Contact with a member within “24 hours” of discharge from a crisis setting changed to within “72 hours” of discharge from a crisis setting.
- “Housing Services” and “Social Determinants of Health” were added to help clarify case management activities.
- Language added in Section D., “The Division Behavioral Health Administration shall monitor the AHCCCS QM Portal for notifications and monthly progress reports for out-of-state placement for behavioral health treatment.”
- Language added regarding completion of the special assistance assessment and entering the assessment into the medical record.

- Language added regarding coordinating additional supports and services to accommodate member needs during and after a crisis event.
- Clarifying language added with respect to expectations of members receiving contact information regarding On-Call 24/7 availability of services and how to access the crisis system and other natural supports to respond to member crisis.
- Clarifying language added regarding the contractor’s duty to ensure providers meet caseload ratios.

### **Division Medical Policy 1240-G1 Exhibit, Skilled Nursing Matrix**

Division Medical Policy Manual - 1200 Services and Settings

This exhibit has been revised to update the Skilled Nursing Matrix to include:

- Change the 3rd column from Skilled Nursing Task to Task
- Added an additional column for Skilled Nursing Services
- Added criteria for G Tube Feeding, G Tube Medication Administration, Insulin Pump, Continuous Glucose Monitoring (CGM), Intermittent blood glucose monitoring, Pain management, and Surgical Wounds.
- Updated to Medical Definition and Task for several conditions

### **Division Operations Policy 6003-F Appealing Administrative Review Decisions**

Division Operations Policy Manual 6003-F Fair Hearings and Appeals

This policy has been revised to better clarify timeline and update the policy name to better reflect the policy subject.

- The name of this policy has been changed to “6003-F Appealing Administrative Review Decisions.”
- Added definitions to include “Calendar Day,” and “Responsible Person.”
- Language has been changed to better clarify the process for filing an Appeal.

### **Division Provider Manual Preface Intended Users of the Provider Manual**

The Provider Preface has been revised to include name updates of publishing Provider Manual documents, including:

- Chapter 8 Family Planning, previously Family Planning and Supplies
- Chapter 25 Eligibility Verification, previously Enrollment Verification

### **Division Provider Manual Chapter 6 Early and Periodic Screening, Diagnostic, and Treatment**

Chapter 6 has been revised with the following:

- Added immunization requirements

### **Division Provider Manual Chapter 8 Family Planning**

Chapter 8 has been revised with updated formatting. Content remains the same.

## **Division Provider Manual Chapter 9 PCP Assignments**

Chapter 9 has been revised with updated formatting. Content remains the same.

## **Division Provider Manual Chapter 17 Prior Authorization Requirements**

Chapter 17 has been revised with the following:

- Removed procedural language
- Updated format
- Updated references
- Updated program description

## **Division Provider Manual Chapter 25 Eligibility Verification**

Chapter 25 has been revised with the following:

- Removed procedural language
- Updated format
- Updated purpose
- Added Prior Quarter Coverage & Prior Period Coverage