



POLICY UPDATE - NOVEMBER 12, 2025

Target Audience - Qualified Vendors and Providers

Transmittal Date - 11/13/2025

The DDD Policy Unit published new and revised policies on Wednesday, November 12, 2025. The policies are available on the [Division's Policy webpage](#).

NEW POLICIES

[Division Medical Policy 320-R Special Assistance for Members with Serious Mental Illness](#)

This policy was developed to comply with the AHCCCS contract and aligns with AMPM Policy 320-R. The policy outlines the criteria and process requirements necessary to ensure the provision of Special Assistance for Members with a Serious Mental Illness designation who meet the Special Assistance criteria.

[Division Operations Policy 440 Managed Care Expiration or Termination of Contract](#)

This policy was created to align with ACOM 440.

REVISED POLICIES

[AdSS Medical Policy 320-R Special Assistance for Members with Serious Mental Illness](#)

This policy has been revised to align with recent AHCCCS policy updates. Revisions include:

- Added definitions.
- The term "subcontracted provider" changed to "provider."
- The term "support coordinator" has been replaced with "case manager" when referring to a behavioral health case manager.
- Language added regarding the use of the AHCCCS QM Portal, to clarify that all individuals served by guardianship must have a notification submitted, that the Office of Human Rights must be emailed if the Member requires immediate support, and to clarify the AdSS requirement to notify the Office of Human Rights of requests for investigations.
- Added a section regarding reporting requirements during the grievance and appeals process and a section regarding confidentiality requirements
- Added a supplemental section with clarifying information about the Office of Human Rights.
- Formatted to align with current Policy standards.

[Division Medical Policy 1620-C Cost Effectiveness Study](#)

Division Medical Policy 1620-C was updated to align with AMPM 1620-C.

[Division Operations Policy 404 Contractor Website and Member Information](#)

Division Operations Policy 404 was updated to align with ACOM 404.

[AdSS Operations Policy 404 Contractor Website and Member Information](#)

AdSS Operations Policy 404 was updated to align with ACOM 404.

[Division Operations Policy 426 Children's Rehabilitative Services Application, Designation and Coverage](#)

This policy has been revised to define the processes used to accept and process applications for a Children's Rehabilitative Services (CRS) designation and delineates the responsibility for coverage and payment of CRS Conditions, as well as other services that are the Division's responsibility. Revisions include:

- Updated definitions.
- Added a reference to ACOM 426, which specifies CRS qualifying medical conditions
- Updated DMPS to AHCCCS DMPS throughout the policy
- Added information about the Provider requirement for notification of application submission, the Division making information from AHCCCS DMPS available to appropriate functional areas, submitting AMPM Operations 426 Attachment A when the Division notifies AHCCCS of Members under 21 who no longer require active treatment for the CRS condition, and that reports are transmitted monthly to AHCCCS DMPS as specified in contract.
- Formatted to align with current Policy standards.

[AdSS Operations Policy 426 Children's Rehabilitative Services Application, Designation and Coverage](#)

This policy has been revised to define the processes used to consider and submit applications for a Children's Rehabilitative Services (CRS) designation and delineates the responsibility for coverage and payment of CRS Conditions and related services that are the AdSS's responsibility. Revisions include:

- Updated definitions.
- Added a reference to ACOM 426, which specifies CRS qualifying medical conditions
- Updated DMPS to AHCCCS DMPS throughout the policy
- Added information about the Provider requirement for notification of application submission, the AdSS making information from AHCCCS DMPS available to appropriate functional areas, and AMPM Operations 426 Attachment A when the AdSS notifies the Division of Members under 21 who no longer require active treatment for the CRS condition.
- Formatted to align with current Policy standards.

[AdSS Operations Policy 440 Managed Care Expiration or Termination of Contract](#)

AdSS Operations Policy 440 was updated to align with ACOM 440.

POLICY PUBLIC COMMENT

The Division is currently accepting public comments regarding Division policies. The policy revisions can be found on the [Policy page](#) of the Division's website. This form, <https://forms.gle/4MGCsdyKTRPjNa3m9>, can be used to submit public comments.