



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Sent on Behalf of DES/DDD

POLICY UPDATE - DECEMBER 11, 2024

Target Audience - Qualified Vendors and Providers

Transmittal Date -

The DDD Policy Unit published new and revised policies on Wednesday, December 11, 2024. The policies are available on the Division's [Policy webpage](#).

NEW POLICY

[Division Operations Policy 113 Committee Membership](#)

This policy outlines how the Division of Developmental Disabilities (Division) recruits and selects a diverse group of Committee Members to participate on Committees created as the result of state or federal law or rule, its contract with the Arizona Health Care Cost Containment System (AHCCCS), or as directed by the Assistant Director to improve the Division's operations.

REVISED POLICIES

[Division Operations Policy 416 Provider Manual and Required Notifications](#)

This policy has been revised to establish guidelines for Provider information requirements and other Provider notification requirements. Revisions include:

- Changed the title to "Provider Manual and Requirement Notifications".
- Added and updated definitions.
- Added a statement about information on the CLRS and how Providers can use it to refer Members to community-based services.
- Added a policy statement about a link, or directions on how to find all required policies, protocols, and procedures required under AMPM Policy 541 that describe how Member care will be coordinated with governmental and tribal agencies and entities.
- Added a policy statement about the AHCCCS Drug List information including how to access the drug list electronically or by hard copy and how and when updates to these lists are communicated.
- Added a policy statement about the submission requirements under the AHCCCS DUGless Portal Guide for behavioral health Providers regarding their responsibilities for submitting to AHCCCS demographic information.
- Added a policy statement about the responsibility of Providers required by AHCCCS to identify demographic data regarding their population group sets served to report and update any changes to these group sets within 10 days of the change, as outlined in AMPM Policy 610.
- Formatted to align with current Policy standards.

[AdSS Operations Policy 416 Provider Manual and Required Notifications](#)

This policy has been revised to establish guidelines for Provider information requirements and other Provider notification requirements. Revisions include:

- Changed the title to “Provider Manual and Requirement Notifications”.
- Added and updated definitions.
- Added a statement about information on the CLRS and how Providers can use it to refer Members to community-based services.
- Added a policy statement about a link, or directions on how to find all required policies, protocols, and procedures required under AMPM Policy 541 that describe how Member care will be coordinated with governmental and tribal agencies and entities.
- Added a policy statement about the AHCCCS Drug List information including how to access the drug list electronically or by hard copy and how and when updates to these lists are communicated.
- Added a policy statement about the submission requirements under the AHCCCS DUGless Portal Guide for behavioral health Providers regarding their responsibilities for submitting to AHCCCS demographic information.
- Added a policy statement about the responsibility of Providers required by AHCCCS to identify demographic data regarding their population group sets served to report and update any changes to these group sets within 10 days of the change, as outlined in AMPM Policy 610.
- Added a Supplemental Information section.
- Formatted to align with current Policy standards.

[Division Operations Policy 6003-I Arizona Long Term Care System Appeal Process](#)

This policy was updated to reflect current standards and improve clarity. Revisions include:

- Clarified guidance for expedited appeal.
- Added definitions for “Good Cause,” “Pre-Admission Screening and Resident Review” and “Service Provider.”

[Division Operations Policy 7013 Confidentiality / Confidentiality Officer](#)

Division Operations Policy 6001-A Confidentiality/Confidentiality Officer was moved to Chapter 7000 which covers privacy. Additional revisions include:

- Added guidelines for the role of the Confidentiality Officer.
- Updated the policy language to align with current federal and state regulations.
- Added definitions.
- Formatted to align with current Policy standards.

[AdSS Medical Policy 510 Primary Care Provider](#)

This policy has been revised to establish requirements regarding Primary Care Providers participating in Arizona Health Care Cost Containment System (AHCCCS) programs. Revisions include:

- Changed the word “ensure” to “require” throughout the document.
- Added a new section for Primary Care Provider Services.

Division Medical Policy 1240-J Employment Services

This policy was revised to establish the requirements regarding the provision of employment and support services for Members eligible for the Arizona Long Term Care System (ALTCS). Revisions include:

- Added new definitions.
- Added additional principles.
- Revised and added several new policy statements to Section B Employment Services and Section C Pre-Employment.
- Revised Section D Post Employment Services.
- Added a new section for Conflict of Interest.

Division Provider Manual Chapter 11 Inquiries, Grievances, Claim Disputes, and Appeals

This policy was revised to provide guidelines for provider Inquiries, Grievances, Claim Disputes, State Fair Hearings (regarding Notice of Decision), and Appeals. Revisions include:

- Added new definitions.
- Clarified statements regarding Provider responsibilities related to contacting the Division's Customer Service Center (CSC) or Office of Administrative Review (OAR) for Claim Disputes and Appeals.
- Updated instructions in the Claim Disputes section for clarity of the submission process.
- Updated language related to the provider requesting an Appeal or State Fair Hearing on behalf of the Responsible Person when requested by the Responsible Person.

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.