

Division of Developmental Disabilities

# **POLICY REVISION HISTORY**

## **Administrative Services Subcontractors (AdSS) Operations Policy Manual**

April 29, 2020

October 9, 2019

September 4, 2019

October 1, 2018

Please send any questions to [DDDPolicy@azdes.gov](mailto:DDDPolicy@azdes.gov).  
Division of Developmental Disabilities

# AdSS Operations Policy Manual Notification

**Date:** 4/29/2020

**Revision Effective Date:** 4/29/2020

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

The new policy identified below will be posted to the [Policy & Rules](#) screen on the Division's website.

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**Revised Policy:**

**101 Marketing**

**Policy Description:**

This policy establishes guidelines and restrictions for the Division regarding marketing activities related to members.

**Revisions:**

Minor text edits to clarify the language.

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**New Policy:**

**444 - Notice and Appeal Requirements (Serious Mental Illness Appeals)**

**Policy Description:**

New policy based on ACOM 444 - Notice and Appeal Requirements (Serious Mental Illness Appeals).

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Division of Developmental Disabilities  
**Administrative Services Subcontractors (AdSS)  
Operations Policy Manual Notification**

**Date:** October 9, 2019

**Revision Effective Date:** October 1, 2019

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The policies identified below may be viewed by accessing the [Policy & Rules](#) screen on the Division's website.

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## **Revised Policy**

### **417 Appointment Availability, Monitoring, and Reporting**

**Revision:** AHCCCS compliance – revising materials in the AdSS manual;

- Uploaded to correct the document version - this is the correct version for 10.1.2019.
  - Added language to clarify the Tracking and Reporting section of the policy;
  - Added language to clarify the process for using an Appointment Availability Template
  - Provided an explanation of measurements for survey compliance that are based on the use of the Appointment Availability Template
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Division of Developmental Disabilities

## Administrative Services Subcontractors (AdSS) Operations Policy Manual Notification

**Date:** September 4, 2019

**Revision Effective Date:** September 4, 2019

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

The policies identified below may be viewed by accessing the [Policy & Rules](#) screen on the Division's website.

**The Division is posting the AdSS Operations Policy Manual.**

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### **Revised Policies:**

#### **Chapter 106, Certification of Medicare Advantage Plans Serving Dual Eligible Medicare–AHCCCS Members**

- This Policy was renumbered from 313 to 106. No other changes.
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#### **Chapter 404, Contractor Website and Member Information**

- Added language that the AdSS must provide the TTY/TDY nurse triage line telephone number which must be available 24 hours a day, 7 days a week. Language around use of taglines in prevalent non-English languages in Arizona was simplified for clarity and to match AHCCCS policy.
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#### **Chapter 405, Cultural Competency, Language Access Plan and Family Member Centered Care**

- Minor language changes including changing "patient" to "member" in policy and attachment titles, adding reference to AdSS Operations Manual 404, including title of referenced assessment, and including member's primary "or preferred" language.
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#### **Chapter 433, Member Identification Cards**

- *DDD Choice Plan (DDD Coordinated Plan or DDD Direct Plan)* was removed.
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#### **Chapter 449, Behavioral Health Services for Children in Department of Child Safety Custody and Adopted Children**

- Titles for attachments were updated to coincide with AHCCCS changes to attachment titles.
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#### **Chapter 500, Care Coordination Requirements**

- This Policy has been moved to the ***AdSS Medical Policy Manual*** – Please refer to *Chapter 560, CRS Care Coordination and Service Plan Management*
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Division of Developmental Disabilities

# AdSS Operations Policy Manual Notification

**Date:** October 1, 2018

**Revision Effective Date:** October 1, 2018

All revisions include structural and grammatical changes. The structure and grammar changes support clarity and ensure all newly developed and revised policy present a consistent voice.

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## **New Policies:**

### **312, Children's Rehabilitation Service Program Reconciliation**

- New policy that outlines reconciliation for the Children's Rehabilitative Services (CRS) program.

### **426, Children's Rehabilitative Services Application, Designation and Coverage**

- New policy that outlines the Administrative Services Subcontractor responsibilities in the application process and coverage for CRS. Outlines AHCCCS process for determining CRS designation.

### **436, Children's Rehabilitative Services Application, Designation and Coverage**

- New policy that outlines the network requirements the Administrative Services Subcontractor to meet time and distance standards and service requirements in ACOM Policy 438 Attachment A. Outlines Network oversight requirements.

### **449 Behavioral Health Services for Children in Department of Child Safety Custody and Adopted Children**

- New policy that outlines the Administrative Services Subcontractor responsibilities for providing timely medically necessary behavioral health services for members who are in out-of-home placement and in the legal custody of DCS and adopted children. Includes appointment standards, coordination of services, key staff requirements, education requirements, and reporting requirements.

### **560, CRS Care Coordination and Service Plan Management**

- New policy that outlines the Administrative Services Subcontractor responsibilities for care coordination and development and maintenance of the service plan for members with CRS designation.
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