

406 MEMBER HANDBOOK AND PROVIDER DIRECTORY

REVISION DATE: 11/8/2023, 12/21/2022

EFFECTIVE DATE: October 1, 2019

REFERENCES: 42 CFR 438.10, 42 CFR 438.102; ACOM 404-Attachment C;
ACOM 406-Attachment A; ACOM 406-Attachment B;

PURPOSE

This policy applies to the Division of Developmental Disabilities (Division) Administrative Services Subcontractors (AdSS). This policy establishes guidelines regarding Member handbooks and provider directories.

DEFINITIONS

1. "Business Day" means Monday, Tuesday, Wednesday, Thursday, or Friday unless a legal holiday falls on Monday, Tuesday, Wednesday, Thursday, or Friday.
2. "Long-Term Services and Supports" or "LTSS" means services and supports provided to Members of all ages who have functional limitations and/or chronic illnesses that have the primary purpose of supporting the ability of the Member to live or work in the setting of their choice, which may include the

individual's home, a provider-owned or controlled residential setting, a nursing facility, or other institutional setting as specified in 42 CFR 438.2.

3. "Member" means the same as "Client" as defined in A.R.S. § 36-551.
4. "Multi-Specialty Interdisciplinary Clinic (MSIC)" means a facility where specialists from more than one specialty meet with Members and their families in order to provide interdisciplinary services to treat Members.
5. "Responsible Person" means the parent or guardian of a minor with a developmental disability, the guardian of an adult with a developmental disability or an adult with a developmental disability who is a Member or an applicant for whom no guardian has been appointed.

A. GENERAL REQUIREMENTS,

1. The AdSS shall annually provide a Member Handbook to Members.

2. The AdSS shall annually provide a Provider Directory to Members,
3. The AdSS shall ensure the Member Handbook contains all information required, as identified in ACOM 406-Attachment A, including definitions as required by Centers for Medicare and Medicaid Services specified in ACOM 406-Attachment B.
4. The AdSS shall ensure required information is incorporated into the AdSS's Member Handbook in the order identified on the Checklist.
5. The AdSS shall submit the Member Handbook as described below in section B.
6. The AdSS shall publish information modifying or expanding the contents of the AdSS's Member Handbook, and distribute this information in the form of inserts and supply these inserts with subsequently distributed Member Handbooks when required by the Division.
7. The AdSS shall update paper provider directories at least quarterly.

8. The AdSS shall update electronic provider directories no later than 30 calendar days after receiving updated provider information.
9. The AdSS shall ensure the electronic versions of the Member Handbook and Provider Directory meet the following requirements:
 - a. The format is readily accessible;
 - b. The information is located in a place on the AdSS's website that is prominent and readily accessible and in a machine readable format which can be electronically retained and printed;
 - c. The information is consistent with federal content and language requirements;
 - d. The Member is informed that the information is available in paper form upon request at no cost and it is provided within five Business Days from the request; and
 - e. The information adheres to the requirements identified in ACOM Policy 416.

10. The AdSS shall ensure language and format requirements are as outlined in Division Operations Policy 404.

B. MEMBER HANDBOOK REVIEW PROCESS

1. The AdSS shall submit to the Division its Member Handbook annually, along with a version reflecting changes from the previous contract year.
2. The AdSS shall also submit annually, a cover letter that includes the requirements as identified in ACOM 406-Attachment A, as specified in the contract or as directed by AHCCCS.
3. The AdSS shall submit a final copy of the Member Handbook to the Division after the Division has provided approval of a draft, as specified in the contract.

C. DISTRIBUTION REQUIREMENTS

1. Provider Directory
 - a. The AdSS shall provide a Provider Directory to each Responsible Person within 12 Business Days of receipt of notification of the enrollment date.

- b. The AdSS may provide the Provider Directory in hard copy format or written notification of how the Provider Directory information is available on the AdSS' website, via electronic mail, or via postal mailing.
 - i. The AdSS may include this notification in the Member Handbook, or mail the notice separately.
 - ii. The AdSS shall obtain approval for this notice in accordance with ACOM 404.
 - iii. The AdSS shall give the Member the option to obtain a hard copy version of the Provider Directory.
 - c. The AdSS shall acquire approval of the Member notification in accordance with Administrative Services Subcontractors Operations Manual, Policy 404.
2. Member Handbooks
- a. The AdSS shall provide the Member Handbook to each Member or their Responsible Person within 12 Business Days of receipt of notification of the enrollment date.

- b. The AdSS shall annually provide the Member Handbook, or notification of how to access the information in the Member Handbook, to each Member or their Responsible Person.
- c. The AdSS shall provide written notification that the AdSS's Member Handbook is available on the subcontractor's website, upon request, via electronic mail or by postal mailing if required by the Division.
- d. The AdSS shall make copies of the Member Handbook available to known consumer and family advocacy organizations and other human service organizations.
- e. The AdSS shall update its Member Handbooks throughout the contract year when required by the Division to address program changes for inclusion, through inserts in the Member Handbook:
 - i. These changes shall be incorporated in subsequently distributed handbooks through inserts until the handbooks are updated with the new information.

- ii. The AdSS shall also post the content of the insert on the AdSS website.

D. PROVIDER DIRECTORY

1. The AdSS shall have a user-friendly, searchable, electronic Provider Directory, to include specialists for referrals, on the AdSS website.
2. The AdSS shall make available in an electronic and hard copy format a Provider Directory that meets the following requirements:
 - a. Format is readily accessible and user friendly.
 - b. Information is placed in a location on the AdSS's website that is prominent and readily accessible.
 - c. Information is provided in an electronic form which can be electronically retained and printed.
 - d. Information is consistent with federal content and language requirements.

- e. Language and formatting comply with Division Administrative Services Subcontractors Operations Manual Policy 404.
3. The AdSS shall adhere to the requirements identified in AdSS Operations Policy Manual, Policy 416.
4. The AdSS shall ensure the Provider Directory, hard copy and electronic, includes:
 - a. Provider name as well as any group affiliation;
 - b. Provider address, ensuring virtual-only status is indicated for virtual-only providers in place of a physical address;
 - c. Provider telephone number;
 - d. Website Uniform Resource Locator (URL), as appropriate;
 - e. Specialty, as appropriate;
 - f. Non-English languages spoken;
 - g. Whether or not the provider is accepting new patients;
 - h. Information for the following provider types:
 - i. Physicians, including specialists,
 - ii. Hospitals,

- iii. Pharmacies,
- iv. Behavioral Health Providers,
- v. Long-Term Services and Supports (LTSS) Providers,
as applicable,
- vi. Community-based, peer and family support providers
throughout the State; and
- vii. Multi-Specialty Interdisciplinary Clinic (MSIC)s.
- i. Provider's cultural and linguistic capabilities, including
languages, including American Sign Language, offered by
the provider or a skilled medical interpreter at the
provider's office;
- j. Locations of any emergency settings and other locations at
which providers and hospitals furnish emergency services
and post stabilization services covered under the contract;
- k. A designation for identifying network offices that offer
reasonable accommodations for Members such as:
 - i. Physical access,
 - ii. Accessible equipment; and

- iii. Culturally competent communications and a description of how the Members can obtain details of the accommodations for specific providers.
- I. Innovative service delivery mechanisms such as field clinics, virtual clinics, and an Integrated Medical Record to provide MultiSpecialty, Interdisciplinary Care (MSIC) when needed in other areas of the State;
- m. Information on the services, offered through telemedicine and mobile providers, and how to access these services; and;
- n. Physicians, psychiatrists, laboratory, x-ray, and therapy services available onsite at the MSIC.