

Division of Developmental Disabilities

# **POLICY REVISION HISTORY**

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

July 26, 2023	May 8, 2024
June 28, 2023	May 1, 2024
May 10, 2023	April 10, 2024
April 26, 2023	March 27, 2024
April 21, 2023	March 13, 2024
March 22, 2023	February 28, 2024
January 25, 2023	January 17, 2024
January 18, 2023	January 10, 2024
December 21, 2022	January 3, 2024
October 26, 2022	November 8, 2023
April 13, 2022	October 11, 2023
February 16, 2022	
January 26, 2022	
December 22, 2021	
December 15, 2021	
October 1, 2021	
September 15, 2021	
July 28, 2021	
March 24, 2021	
February 24, 2021	
December 2, 2020	
April 29, 2020	
October 9, 2019	
September 4, 2019	
October 1, 2018	

Division of Developmental Disabilities  
**AdSS Operations Policy Manual**  
**Revision History**

**Date:** May 8, 2024

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

---

**Revised Policies:**

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

**Updates/or Summary:**

Division Operations 449 and AdSS Operations Policy 449, Behavioral Health Services for Children in Department of Child Safety Custody and Adopted Children, respectively, have been updated to comply with recent AHCCCS updates to AMPM 449 as follows:

- The term "treatment" changed to "services" throughout the policy.
- Added "county of removal" regarding continuity of services.
- Added definition of "Integrated Rapid Response." The term is used throughout the policy to include integrating physical assessment to the rapid response.
- Removed definition of "Rapid Response."
- Added new Behavioral Health Utilization and Timeframe Deliverable.
- Added language to clarify: A request for out-of-home treatment must be determined no later than 72 hours after the request is received. If a request needs to be expedited, the determination must be made in less than 72 hours.
- Updated contact information

Division of Developmental Disabilities  
**AdSS Operations Policy Manual**  
**Revision History**

**Date:** May 1, 2024

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

---

**Revised Policies:**

**103 Fraud, Waste, and Abuse**

**Updates/or Summary:**

This policy has been revised to outline the corporate compliance requirements including the reporting responsibilities for alleged Fraud, Waste, or Abuse, involving services funded by the Division.

Division of Developmental Disabilities  
**AdSS Operations Policy Manual**  
**Revision History**

**Date:** April 10, 2024

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

---

**Revised Policies:**

**103 Fraud, Waste, and Abuse**

**Updates/or Summary:**

This policy has been revised to outline the corporate compliance requirements including the reporting responsibilities for alleged Fraud, Waste, or Abuse, involving services funded by the Division.

- Updated references.
- Moved Deliverables and Authority section to Supplemental Information.
- Refined the Purpose statement.
- Added new definitions and updated existing definitions.
- Updated AdSS Responsibilities, Reporting Responsibilities, and The AdSS Corporate Compliance Responsibilities Related To Fraud, Waste, And Abuse sections.
- Updated formatting and style throughout the policy to align with the Division's Policy Format Manual.

Division of Developmental Disabilities  
**AdSS Operations Policy Manual**  
**Revision History**

**Date:** March 27, 2024

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

---

**Revised Policies:**

**436 Network Standards**

**Updates/or Summary:**

AdSS Operations Manual Policy 436 Network Standards was revised with the following updates:

- Updates the definitions section to align with ACOM 436.
- Updates network standards and definitions for Assisted Living Home, Assisted Living Center, DD Group Home providers to align with ACOM 436.
- Updates the document to align with DDD's policy formatting standards.

**438 Administrative Services Subcontracts Evaluation**

**Updates/or Summary:**

This policy has been revised to establish guidelines and requirements for the AdSS entering into Administrative Services Subcontracts or Management Services Agreement (MSA) and, monitoring subcontractor performance, reporting performance review results, and notifying the appropriate entity of subcontractor non-compliance and Corrective Action Plans (CAPs).

- Refined the Purpose statement.
- Added new definitions, removed unnecessary definitions, and updated existing definitions.
- Updated Approval of Subcontracts, Monitoring and Reporting, Evaluation Report, and Additional Requirements sections.
- Added Supplemental Information.
- Updated formatting and style throughout the policy to align with the Division's Policy Format Manual.

Division of Developmental Disabilities

# AdSS Operations Policy Manual

## Revision History

**Date:** March 13, 2024

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

---

**Revised Policies:**

**101 Marketing**

**Updates/or Summary:**

This policy was updated to bring it into alignment with current AHCCCS guidance, changes include:

- Grammatical and formatting updates to current standards were made.
- Definitions added to include "Dual Eligible Special Needs Plan," "Geographic Service Area" and "Rural County."
- Examples and tables were removed to allow for clarified policy language.
- Responsibilities of the AdSS for participating as a financial sponsor of health-related marketing events, and submission of requests for approval for marketing materials was updated to direct the AdSS to include the date the material was previously approved, the reason for the update, and clearly identify all content revisions.

Division of Developmental Disabilities  
**AdSS Operations Policy Manual**  
**Revision History**

**Date:** February 28, 2024

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

---

**Revised Policies:**

**417 Appointment Availability, Transportation Timeliness, Monitoring, and Reporting**

**Updates/or Summary:**

This policy was revised to align with recent updates to ACOM 417. The Purpose statement was revised to more clearly state how this policy establishes appointment accessibility and availability standards to ensure compliance with the Division's network sufficiency requirements. This policy establishes a common process for the AdSS to monitor and report provider Appointment accessibility and availability to the Division. Definitions were removed that were no longer relevant to the policy. Definitions were added for "Network Development and Management Plan" and "Provider". Language and formatting was revised to align with current Policy Unit standards.

Division of Developmental Disabilities

# AdSS Operations Policy Manual

## Revision History

**Date:** January 17, 2024

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

---

**Revised Policies:**

**415 Provider Network Development and Management Plan; Periodic Network Reporting Requirements**

**Updates/or Summary:**

This policy has been revised to align with AHCCCS policy changes to establishes AdSS requirements for the submission of the Network Development and Management Plan and other periodic reporting requirements.

- Updated references.
- Moved Deliverables to Supplemental Information.
- Refined the Purpose statement.
- Added new definitions.
- Removed the reference to Value-Based Providers from the Network Development and Management Plan Checklist.
- Updated formatting and style throughout the policy to align with the Division's Policy Format Manual.



Division of Developmental Disabilities  
**AdSS Operations Policy Manual**  
**Revision History**

**Date:** January 10, 2024

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

---

**Revised Policies:**

**404 Contractor Website and Member Information**

**Updates/or Summary:**

- Definitions were added.
- Formatting updates were made to reflect current standards.
- Specification that "written translation of documents from English into the Member's preferred language," is available to Members at no cost.
- Inclusion of the following in the newsletter:
  1. The number for the Crisis Hotline was added, "988."
  2. Educational information on how the Contractor is addressing health equity.
  3. Where to find resources for support with health-related social needs, which may include a link to a Community Resource Guide.
- Surveys are not subject to the file and use review process.

Division of Developmental Disabilities

# AdSS Operations Policy Manual

## Revision History

**Date:** January 3, 2024

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

---

**Revised Policies:**

**416 Provider information**

**Updates/or Summary:**

This policy has been revised to align with AHCCCS policy changes to establish guidelines for AdSS regarding provider information requirements.

- Refined the Purpose statement.
- Added new definitions and updated existing definitions.
- Updated Provider Manual and Required Notifications sections.
- Updated formatting and style throughout the policy to align with the Division's Policy Format Manual.

# Division of Developmental Disabilities

## AdSS Operations Policy Manual

### Revision History

**Date:** November 8, 2023

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

---

#### **Revised Policies:**

#### **203 Claims Processing**

##### **Updates/or Summary:**

Revisions to AdSS Operations 203, Claims Processing are as follows:

- Includes additional definitions.
- Includes additional reference citations.
- Aligns the AdSS's claims requirements with AHCCCS requirements.
- Updates the document to align with DDD's policy formatting standards.

#### **406 Member handbook and Provider Directory**

##### **Updates/or Summary:**

This policy is being updated to bring it into alignment with AHCCCS changes. This policy establishes guidelines regarding Member handbooks and provider directories.

- Definitions have been added.
- Language has been added to note that AdSSs are only required to submit the final version of the Member Handbook to the Division if the AdSS has not obtained the National Committee for Quality Assurance (NCQA) Health Plan Accreditation, as this deliverable has been identified as an item duplicative to NCQA Accreditation.
- Added language to ensure virtual-only status is indicated for virtual-only providers in place of a physical address.

#### **5000 Reinsurance Policy**

##### **Updates/or Summary:**

The changes to AdSS Operations 5000 are as follows:

- Includes additional definitions.
- Includes additional reference citations.
- Clarifies the requirements the Administrative Services Subcontractors must meet to request Reinsurance reimbursement.
- Updates the document to align with DDD's policy formatting standards.

Division of Developmental Disabilities  
**AdSS Operations Policy Manual**  
**Revision History**

**Date:** October 11, 2023

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

---

**Revised Policies:**

**445 Submission of Hearing Requests**

**Updates/or Summary:**

This policy was updated to clarify where the Division's Administrative Services Subcontractors (AdSSs) need to submit hearing requests. Process for AdSSs submitting a hearing request has been updated to reflect current office information. Additionally, definitions were added, and formatting was updated to reflect current standards.

Division of Developmental Disabilities  
**AdSS Operations Policy Manual**  
**Revision History**

**Date:** July 26, 2023

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

---

**Revised Policies:**

**438 Administrative Services Subcontracts Evaluation**

**Updates/or Summary:**

This policy has been revised to align with the ACOM 438 as follows:

- Added new definitions and updated existing definitions.
- Updated Approval of Subcontracts, Monitoring and Reporting, Evaluation Report, and Additional Requirements sections.
- Removed ACOM 438 Attachment A, Administrative Services Subcontract Checklist and ACOM 438 Attachment B, Administrative Services Subcontractor Evaluation Report Template sections.
- Added Supplemental Information section.
- Updated formatting and language throughout the policy to reflect current Policy Unit standards.

Division of Developmental Disabilities  
**AdSS Operations Policy Manual**  
**Revision History**

**Date:** June 28, 2023

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

---

**Revised Policies:**

**414 – Requirements for Service Authorization Decisions and Notice of Adverse Benefit Determination**

**Updates/or Summary:**

- This policy has been revised to align with current AHCCCS and Division requirements.
- This policy sets forth the Division's Administrative Services Subcontractors (AdSS) requirements for service authorization decisions and a Notice of Adverse Benefit Determination relating to Title XIX/XXI coverage of services. Updating definitions included in the policy.
- This policy has been updated to align with current Division policy formatting standards.
- The AdSS shall provide a Notice of Adverse Benefit Determination that is consistent with 42 CFR 438.404 which includes an explanation of the specific facts including the level of service which may include a request for an enhanced staffing ratio.
- As part of the Appeals process, a provider who requested a Services Authorization Request has the option to request a peer-to-peer discussion with the AdSS medical director.
- Requirements for the AdSS to self-monitor and report have been included.

Division of Developmental Disabilities  
**AdSS Operations Policy Manual**  
**Revision History**

**Date:** May 10, 2023

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

---

**Revised Policies:**

**433 – Member Identification Cards**

**Updates/or Summary:**

- Changing the format to align with Division standards.
- Updating definitions included in the policy.

Division of Developmental Disabilities  
**AdSS Operations Policy Manual**  
**Revision History**

**Date:** April 26, 2023

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

---

**Revised Policies:**

**405 Cultural Competency, Language Access Plan and Family Member-Centered Care**

**Updates/or Summary:**

- Expectation for provision on Interpretation and Translation services to Members.
- Updates to definitions.
- Guidance regarding Interpretation provided by adults accompanying Members.
- Guidance that a minor shall not be relied upon for interpretation in any circumstance unless there is an imminent threat of danger.
- Translation shall only be provided by a Qualified Translator, not by an accompanying adult.
- Clarification of CCP requirements for workforce education, including requirement to track training participation.

**436 Network Standards**

**Updates/or Summary:**

- The policy has been revised to align with the ACOM 436 as follows:
  - Updated "Reference" section.
  - Clarified "Purpose" section.
  - Added new definitions, updated existing definitions, and removed the outdated definitions.
  - Removed "County and District Definitions" and "Other Statewide Network Standards Requirements" section.
  - Added "General Network Standards Requirements" section.
  - Revised "Statewide Time and Distance Network Standards," "Network Standard Request for Exception Process," and "Network Oversight Requirements" sections.
  - Updated formatting and language throughout the policy to reflect current Policy Unit standards.



Division of Developmental Disabilities

# AdSS Operations Policy Manual

## Revision History

**Date:** April 21, 2023

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

---

### **Revised Policies:**

#### **433 Member Identification Cards**

##### **Updates/or Summary:**

- Program requirements.
- Identification, production, and distribution of ID cards for members as a result of the 834 Enrollment Transaction File.
- Provision for the member access to the ID Card digitally in addition to providing the physical card.
- Format of Member ID Cards.
- Approval of Member ID Cards.
- Submission of ID Cards requiring Division approval, as specified in Contract.
- Prior approval from the Division if more than one version of an ID Card is issued to members.

Division of Developmental Disabilities  
**AdSS Operations Policy Manual**  
**Revision History**

**Date:** March 22, 2023

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

---

**Revised Policies:**

**415 Provider Network Development and Management Plan; Periodic Network Reporting Requirements**

**Updates/or Summary:**

- Updated "References" section.
- Clarified the Purpose statement.
- Revised "Network Development and Management Plan" section.
- Changed the title of "Provider/Network Changes Due to Rates Report" section to "Periodic Network Reporting" and revised the language.
- Removed "Therapeutic Foster Care and Adult Behavioral Health Therapeutic Home Report" and "Value-Based Providers/Centers of Excellence Report" sections.
- Updated formatting and language throughout the policy to reflect current Policy Unit standards.

**435 Telephone Performance Standards and Reporting**

**Updates/or Summary:**

- AdSS Operations 435 has been revised as part of an annual policy review. Updates include clarification on tools used for reporting, an added definition, as well as language and formatting to improve readability.

Division of Developmental Disabilities  
**AdSS Operations Policy Manual**  
**Revision History**

**Date:** January 25, 2023

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

---

**Revised Policies:**

**407 Workforce Development**

**Updates/or Summary:**

- Added "References" and "Intended Users" sections and updated "Deliverables" section.
- Clarified the Purpose statement
- Added new definitions and removed outdated definitions
- Revised "General" section
- Changed the title of "Maintain a Workforce Policy Management Function" section to "Establish and Maintain a Workforce Development Operation" and revised the language.
- Changed the title of "Workforce Development Plan and Progress Report" section to "Network Workforce Development Plan" and revised the language.
- Revised "Monitor Provider Workforce Development Activities," "Workforce Data," and "Provider Technical Assistance" sections.

**417 Appointment Availability, Transportation Timeliness, Monitoring, and Reporting**

**Updates/or Summary:**

- Modified "References" section
- Revised "Provider Appointment Availability Review" and "Tracking and Reporting" section
- Changed the title of "Workforce Development Plan and Progress Report" section to "Network Workforce Development Plan" and revised the language.
- Revised "Monitor Workforce Development Activities" and "Workforce Data" sections.
- Modified language throughout the policy for clarity.

Division of Developmental Disabilities  
**AdSS Operations Policy Manual**  
**Revision History**

**Date:** January 18, 2023

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

---

**New Policy:**

**1022 Justice Reach-In**

**Updates/or Summary:**

- Information in this policy was previously available in AdSS 1020. This information has now been developed into a stand-alone policy piece. Further changes include updates to reflect current formatting standards and removal of outdated information.

Division of Developmental Disabilities  
**AdSS Operations Policy Manual**  
**Revision History**

**Date:** December 21, 2022

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

---

**Revised Policies:**

**406 Member Handbook and Provider Directory**

**Updates/or Summary:**

- This policy has been revised to reflect updates for Administrative Subcontractor, Member Handbook content and distribution requirements. Updates were also made to reflect current formatting and language standards.

Division of Developmental Disabilities  
**AdSS Operations Policy Manual**  
**Revision History**

**Date:** October 26, 2022

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

---

**Revised Policy:**

**404 Contractor Website and Member Information**

**Updates/or Summary:**

- This policy has been updated to reflect changes made to ACOM 404 regarding font size on materials produced for communicating information to members. Changes also reflect current requirements for how Member Information Materials are reviewed.
- Formatting changes were made to reflect current Policy Unit standards.

Division of Developmental Disabilities  
**AdSS Operations Policy Manual**  
**Revision History**

**Date:** April 13, 2022

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

---

**Revised Policy:**

**449 Behavioral Health Services for Children in DCS Custody and Adopted Children**

**Updates/or Summary:**

- New language added requiring the AdSS' to provide training and education to primary care providers regarding the behavioral health referral process and the Division's right to verify those programs.
- New section added regarding the Division's oversight and monitoring of duties delegated to the AdSS to ensure compliance and the responsibilities of the AdSS to demonstrate that compliance.

Division of Developmental Disabilities

# AdSS Operations Policy Manual

## Revision History

**Date:** February 16, 2022

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

---

**Revised/New Policy:**

**110 Mental Health Parity**

**Updates/or Summary:**

- Added additional language detailing the Division's role in monitoring and oversight of health plans regarding mental health parity.
- Removed sections not applicable to the DDD membership.

**438 Administrative Services Subcontracts**

**Updates/or Summary:**

- Updated the definition of "Administrative Services Subcontracts."
- Updated "Approval of Subcontracts" section.
- Modified language throughout the policy for clarity.
- Added requirements in the "Additional Requirements" section.
- Updated formatting to conform with Policy Unit standards.



Division of Developmental Disabilities

# AdSS Operations Policy Manual

## Revision History

**Date:** January 26, 2022

The policies identified below may be viewed by accessing the [Policy & Rules](#) screen on the Division's website. Please send any questions to [DDDpolicy@azdes.gov](mailto:DDDpolicy@azdes.gov).

---

**Revised/New Policy:**

**415 Provider Network Development and Management Plan; Periodic Network Reporting Requirements**

This policy applies to the Division's Administrative Services Subcontractors (AdSS). Provider networks shall be a foundation that supports an individual's needs as well as the membership in general. This policy establishes AdSS requirements for the submission of the Network Development and Management Plan and other periodic reporting requirements.

**Updates/or Summary:**

- Purpose section added
- Reflects changes to standard value-based purchasing plan and Centers for Excellence checklist.
- Language to clarify and ensure members receive appointments within current standards.
- Updates to align with AHCCCS ACOM 415 added on 10/1/2021

**417 Appointment Availability, Transportation Timeliness, Monitoring, and Reporting**

This policy applies to the Division's Administrative Services Subcontractors (AdSS). Provider networks shall be a foundation that supports an individual's needs as well as the membership in general. This policy establishes AdSS requirements for the submission of the Network Development and Management Plan and other periodic reporting requirements.

**Updates/or Summary:**

- Purpose name revised
- Reporting standards were added
- Language to clarify and ensure members receive appointments within current standards
- Updates to align with AHCCCS ACOM 415 added on 10/1/2021

# Division of Developmental Disabilities

## AdSS Operations Policy Manual

### Revision History

**Date:** December 22, 2021

The policy identified below may be viewed by accessing the [Policy & Rules](#) screen on the Division's website. Please send any questions to [DDDPolicy@azdes.gov](mailto:DDDPolicy@azdes.gov).

---

This is a revised policy that applies to the Qualified Vendors for the DDD. This policy has been updated as part of the Operational Review to reflect the current practice of the Division.

#### **REVISED POLICY**

#### **436, Network Standards**

##### **Changes Include:**

- New reporting standards and updates were added to align with AHCCCS ACOM Policy 436 Network Standards added on 10/1/2021.
- Revised as part of the Operational Review Project adding definitions and zip code table to ensure AHCCCS Contract compliance.

# Division of Developmental Disabilities AdSS Operations Policy Manual Revision History

**Date:** December 15, 2021

The policy identified below may be viewed by accessing the [Policy & Rules](#) screen on the Division's website. Please send any questions to [DDDPolicy@azdes.gov](mailto:DDDPolicy@azdes.gov).

---

## **NEW POLICY**

### **5000, Reinsurance Policy**

#### **Description:**

Reinsurance is a stop-loss program provided by the Division of Developmental Disabilities (Division) to the Administrative Services Subcontractors (AdSS) for the partial reimbursement of covered medical services incurred for a member beyond an annual deductible level. The Division is self-insured for the reinsurance program, which is characterized by an initial deductible level and a subsequent coinsurance percentage. This risk-sharing program is available when the provisions delineated in this policy, the AHCCCS Medical Policy Manual (AMPM) and the contract are met. Failure to comply with any of the provisions in the contract, this policy, or other program materials may result in denial of reinsurance reimbursement.

# Division of Developmental Disabilities AdSS Operations Policy Manual Revision History

**Date:** October 1, 2021

The policy identified below may be viewed by accessing the [Policy & Rules](#) screen on the Division's website. Please send any questions to [DDDPolicy@azdes.gov](mailto:DDDPolicy@azdes.gov).

---

DDD will be changing the name of the DDD American Indian Health Plan to the DDD Tribal Health Program (THP) on October 1, 2021.

Please refer to the DDD Tribal Relations page to learn more:  
<https://des.az.gov/services/disabilities/developmental-disabilities/individuals-and-families/ddd-tribal-relations>

The following policies have been revised to change the name from the DDD American Indian Health Plan to the DDD Tribal Health Program (THP)

## **REVISED POLICIES**

- 433 Member Identification Cards

# Division of Developmental Disabilities

## AdSS Operations Policy Manual

### Revision History

**Date:** September 15, 2021

The policy identified below may be viewed by accessing the [Policy & Rules](#) screen on the Division's website. Please send any questions to [DDDPolicy@azdes.gov](mailto:DDDPolicy@azdes.gov).

---

#### **Revised Policy**

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

##### **Description:**

This policy is being updated as part of the current Operational Review to ensure AdSS compliance with Division contract and AHCCCS requirements. Revisions were made to improve the overall clarity of the policy and provide a clearer expectation of the AdSS' responsibilities to ensure the timely provision of behavioral health services for eligible children in out-of-home caregiver, children in out-of-home dependency with DCS and adopted children.

##### **Details:**

- The term out-of-home placement was changed to out-of-home caregiver.
- Definition added for out-of-home caregiver.
- Additional language was added to clarify the AdSS' monitoring and reporting responsibilities.
- Section added regarding the Children Services Liaison.
- Sentence structuring and reorganization to provide clarity and consistency.

# Division of Developmental Disabilities Administrative Services Subcontractors (AdSS) Operations Policy Manual Revision History

**Date:** July 28, 2021

The policy identified below may be viewed by accessing the [Policy & Rules](#) screen on the Division's website. Please send any questions to [DDDPolicy@azdes.gov](mailto:DDDPolicy@azdes.gov).

---

## **REVISED POLICY**

### **414, Service Authorization and Notice of Adverse Benefit Determination**

**Policy Description:** This policy applies to the Division's Administrative Services Subcontractors (AdSS). This Policy provides clarification regarding the required content of a Notice of Adverse Benefit Determination (NOA) relating to Title XIX/XXI coverage and authorization of services.

Revisions include:

- Added NOA Self-Monitoring Requirement section.
- Updated formatting corresponding with Policy Unit standards.
- The title of the policy was changed from, "Requirements for Service Authorization Decisions and Notices of Adverse Benefit Determination," to, "Service Authorization and Notice of Adverse Benefit Determination."

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

**Date:** March 24, 2021

The policies identified below may be viewed by accessing the [Policy & Rules](#) screen on the Division's website. Please send any questions to [DDDPolicy@azdes.gov](mailto:DDDPolicy@azdes.gov).

---

**Revised Policy:**

**110, Mental Health Parity**

**Updates/or Summary:**

- Updated Purpose section.
- Updated Mental Health Parity Analysis Requirements section.
- Updated Standard Parity Requirements section.
- Updated Events Warranting a Parity Analysis and AdSS Specific Requirements section.
- Updated general formatting, sentence structuring, and terminology

Please send any questions to [DDDPolicy@azdes.gov](mailto:DDDPolicy@azdes.gov).  
Division of Developmental Disabilities  
**Administrative Services Subcontractors (AdSS)  
Operations Policy Manual Notification**

**Date:** February 24, 2021

**Revision Effective Date:** February 24, 2021

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.

---

**Revised Policy:**

**Chapter 109 – Institution for Mental Disease 15 Day Limit**

This policy establishes requirements the Division's Administrative Services Subcontractors (AdSS) will follow for compliance with managed care regulations regarding enrollees who are patients in an institution for mental disease. Revisions were made to align with AHCCCS policy.

**Updates/or Summary:**

- Updated general formatting, sentence structuring, and terminology.



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

## AdSS Operations Policy Manual Notification

**Date:** December 2, 2020

**Effective Date:** December 2, 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.

---

### **Revised Policy:**

433 – Member Identification Cards

### **Policy Description:**

This policy establishes requirements for the AdSS regarding the development, approval, and distribution of Member Identification Cards (ID Cards) and replacement ID Cards to members eligible for the Division (including newly enrolled members). ID Cards must meet the formatting, timeliness, and prior approval guidelines outlined in this policy.

### **Revision Details:**

- On page 1, changed the number of days in this sentence from 12 to 10, per Contract; *"The AdSS shall mail ID Cards to new members within **10** Business Days from the Business Day following the Division providing the 834 Transaction File to the AdSS."*
  - Updated some of text content in the current AdSS policy with the language from AHCCCS, for consistency and clarity.
  - Re-ordered some of the paragraphs in the current AdSS policy with the paragraph order from AHCCCS, for consistency and clarity.
  - Added the web addresses (URLs) for the Health Care Plans.
-

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.

---

**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.

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.

---

**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).

Please send any questions to [DDDPolicy@azdes.gov](mailto:DDDPolicy@azdes.gov).  
Division of Developmental Disabilities  
**Administrative Services Subcontractors (AdSS)  
Operations Policy Manual Notification**

**Date:** October 9, 2019

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

---

## **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
-

Please send any questions to [DDDPolicy@azdes.gov](mailto:DDDPolicy@azdes.gov).  
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.**

---

### **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.
- 

#### **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.
- 

#### **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.
- 

#### **Chapter 433, Member Identification Cards**

- *DDD Choice Plan (DDD Coordinated Plan or DDD Direct Plan)* was removed.
- 

#### **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.
- 

#### **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*
-

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

---

## **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.
-