

406 MEMBER HANDBOOK AND PROVIDER DIRECTORY

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

EFFECTIVE DATE: October 1, 2019

REFERENCES: 42 CFR 457.1207; 42 CFR 438.10, 42 CFR 438.102; ACOM 404-Attachment C, ACOM 406-Attachment A; ACOM 406-Attachment B

PURPOSE

This policy sets forth guidelines for development, review, and distribution of Member Handbooks and Provider Directories.

DEFINITIONS

1. "Business Day" means a Monday, Tuesday, Wednesday, Thursday, or Friday unless a legal holiday falls on Monday, Tuesday, Wednesday, Thursday, or Friday.
2. "Member" means the same as "Client" as defined in A.R.S. § 36-551.
3. "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.
4. "Planning Document" means a written plan developed through

an assessment of functional needs that reflects the services and supports, paid and unpaid, that are important for and important to the Member in meeting the identified needs and preferences for the delivery of such Services and supports.

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.
6. "Support Coordinator" means the same as "Case Manager" under A.R.S. § 36-551.

POLICY

A. GENERAL REQUIREMENTS

1. The Division shall provide annually a Member Handbook and Provider Directory to the Responsible Person.
2. The Division 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 (CMS) specified in ACOM 406 Attachment B, Definitions for AHCCCS Members.

3. The Division shall ensure required information is incorporated into the Division's Member Handbook in the order identified on the Checklist.
4. The Division shall submit the Member Handbook as described in the section "Member Handbook Review Process" of this policy.
5. The Division may publish information modifying or expanding the contents of the Division's Member Handbook, if the Division identifies a need.
6. The Division may distribute modified or expanded content in the form of inserts and supply these inserts with subsequently distributed Member Handbooks, if the Division identifies the need.
7. The Division shall update paper provider directories at least quarterly and electronic provider directories no later than 30 days after the Division receives updated provider information.

8. The Division shall ensure that the electronic versions of the Member Handbook and the Provider Directory meet the following requirements:
 - a. The format is readily accessible;
 - b. The information is located in a place on the DDD website that is prominent and readily accessible;
 - c. In a machine readable format which can be electronically saved-and printed;
 - d. The information is consistent with federal content and language requirements;
 - e. The information is available in paper form upon request, at no cost, and will be provided within five Business Days of the request; and
 - f. The information adheres to the requirements identified in Policy 416 of the Division Operations Policy Manual.
9. The Division shall ensure the Member Handbook and the Provider Directory adhere to language and format requirements as outlined in Division Operations Policy 404.

B. MEMBER HANDBOOK REVIEW PROCESS

1. The Division shall submit to AHCCCS the Division's Member Handbook, along with a track changes version reflecting changes from the previous contract year, annually.
2. The Division shall annually submit a cover letter to include the requirements as identified in Attachment A, as specified in the AHCCCS contract, or, as directed by AHCCCS.
3. The Division shall provide a final copy of the Member Handbook to AHCCCS, after AHCCCS has provided approval of a draft.
4. The Division shall ensure the Member Handbooks and Provider Directories issued by Subcontracted Health Plans (AdSS) align with the requirements of ACOM 406.

C. DISTRIBUTION REQUIREMENTS

1. Provider Directory:
 - a. The Division shall provide a Provider Directory to each Responsible Person within 12 Business Days of receipt of notification of the enrollment date.
 - b. The Division shall provide the Provider Directory in either hard copy or electronic format.

- c. The Division shall provide written notification via electronic mail or via postal mailing that outlines where the directory can be found on the Division's website.
 - i. The Division shall include this notification in the Member Handbook or mail the notice separately.
 - ii. The Division shall obtain approval for this notice in accordance with ACOM 404.
 - iii. The Division shall give the Responsible Person the option to obtain a hard copy version of the Provider Directory.
- 2. Member Handbook:
 - a. The Division shall provide the Member Handbook to each Responsible Person within 12 Business Days of receipt of notification of the enrollment date.
 - b. The Division shall provide a hard copy of the Member Handbook to each Responsible Person.
 - c. Division Support Coordinators shall:
 - i. Provide to and review the Member Handbook with the Responsible Person annually, and

- ii. Document this review in the Acknowledgement of Publications section of the member's planning document.
3. The Division may, at its discretion, require AdSSs to provide written notification that the AdSS's Member Handbook and Provider Directory are available on the AdSS' website, upon request via electronic mail, or by postal mailing.
4. The Division shall make copies of the Member Handbook available to known consumer and family advocacy organizations and other human service organizations when requested.
5. The Division may be required to update Member Handbooks throughout the contract year, if the Division identifies a need to address program changes for inclusion, through inserts in the Member Handbook:
 - a. The Division shall incorporate these changes in subsequently distributed handbooks through inserts until the handbooks are updated with the new information, and
 - b. The Division shall post the content of the insert on the Division website.

6. The Division shall:
 - a. Ensure Member Handbook and Provider Directory requirements are delegated to AdSSs.
 - b. Review AdSS's Member Handbooks and Provider Directories for approval in accordance with ACOM 406.

D. PROVIDER DIRECTORY CONTENT

1. The Division shall have a user-friendly, searchable, electronic Provider Directory on the Division's website.
2. The Division shall also make available in an electronic and hard copy format a Provider Directory.
3. The Division shall include the following provider information in the Provider Directory:
 - 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. Web site 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 Long Term Services and Supports (LTSS) Providers, as applicable.
- i. The 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. The location 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 identifying network offices that offer reasonable accommodations for Members including but not limited to: physical access, accessible equipment and culturally competent communications and a description of how the Responsible Person can obtain details of the accommodations for specific providers;
- l. Innovative service delivery mechanisms such as field clinics and virtual clinics and an Integrated Medical Record

to provide Multi-Specialty, Interdisciplinary Care 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.