

406 MEMBER HANDBOOK AND PROVIDER DIRECTORY

EFFECTIVE DATE: October 1, 2019

REFERENCES: 42 CFR 457.1207; 42 CFR 438.10, 42 CFR 438.102(a)(2); ACOM Policy 404, Attachment C, ACOM 406 Attachment A; ACOM 406 Attachment B; Section F3, Contractor Chart of Deliverables

DELIVERABLES: Member Handbook; Member Handbook Request for Approval to Forgo Issuing Hard Copy; Website Certification

This policy applies to the Division of Developmental Disabilities (DDD, the Division). This policy establishes guidelines regarding Member Handbooks and Provider Directories.

Definitions

- A. Business Day - A Monday, Tuesday, Wednesday, Thursday, or Friday unless a legal holiday falls on Monday, Tuesday, Wednesday, Thursday, or Friday.
- B. Multi-Specialty Interdisciplinary Clinic (MSIC) - A facility where specialists from more than one specialty meet with members and their families in order to provide interdisciplinary services to treat members.

General Requirements

- A. The Division must provide annually a Member Handbook to members.
- B. The Division must provide annually a Provider Directory to members.
- C. The Member Handbook must contain all information required, as identified in AHCCCS ACOM 406 Attachment A, Model Member Handbook Checklist, including definitions as required by Centers for Medicare and Medicaid Services specified in AHCCCS ACOM 406 Attachment B, Definitions for AHCCCS Members. The required information must be incorporated into the Division's Member Handbook in the order identified on the Checklist.
- D. The Member Handbook must be submitted as described in the section "Member Handbook Review Process" below.
- E. The Division may publish information modifying or expanding the contents of the DDD Member Handbook. The Division may distribute this information in the form of inserts and supply these inserts with subsequently distributed Member Handbooks.
- F. The Division must update the hard copy provider directories at least monthly, and the electronic provider directories no later than 15 days after the Division receives updated provider information [42 CFR 457.1207, 42 CFR 438.10].
- G. The Division must ensure that the electronic versions of the Member Handbook and the Provider Directory meet the following requirements [42 CFR 457.1207, 42 CFR 438.10]:
 - 1. The format is readily accessible.

2. The information is located in a place on the DDD website that is prominent and readily accessible.
 3. The information is provided in an electronic form which can be electronically retained (saved) and printed.
 4. The information is consistent with federal content and language requirements.
 5. The information is available in hard copy format upon request, at no cost, and will be provided within five business days of the request.
 6. The information adheres to the requirements identified in Policy 416 of the DDD Operations Policy Manual. [42 CFR 457.1207, 42 CFR 438.10].
- H. The language and format requirements are standardized as outlined in Policy 404 of the DDD Operations Policy Manual, [42 CFR 457.1207, 42 CFR 438.10].

Member Handbooks

A. Member Handbook Review Process

The DDD Member Handbook, must be submitted for review annually to AHCCCS, as specified in Section F3, Chart of Deliverables, or as directed by AHCCCS. A copy of the DDD Member Handbook must be submitted to AHCCCS after the Division has given final approval, as specified in Section F3, Contractor Chart of Deliverables. The Division is responsible for the DDD Member Handbook and Provider Directory.

B. Distribution Requirements

1. Electronic-Only Member Handbooks

If a hard copy member handbook will not be provided:

- a. Submit a request for approval to forego providing the hard copy of the handbook and include a statement of intent to notify members as specified in Section F3, Contractor Chart of Deliverables.

Ensure the written notification gives the member the option to obtain a printed version of the member handbook.

- b. Acquire approval of the member notification in accordance with DDD Operations Manual, Policy 404.
- c. Send the written notification to members within the member handbook timeframes as outlined above [42 CFR 438.102(a)(2)].

2. Providing Member Handbooks to Members

- a. Provide to the member either a hard copy of the member handbook or an electronic version of the member handbook (or both versions) as follows:

[42 CFR 438.10(h)(3)].

2. Ensure the electronic version of the Provider Directory is searchable (including specialists for referrals) and meets the following requirements [42 CFR 457.1207, 42 CFR 438.10] (see ACOM Policy 404, Attachment B).
 - a. Format is readily accessible and user friendly.
 - b. The information is placed in a location on the DDD website that is prominent and readily accessible.
 - c. The information is provided in an electronic form which can be electronically retained (saved) and printed.
 - d. The information is consistent with federal content and language requirements.
 - e. Language and formatting comply with Division Operations Manual Policy 404. [42 CFR 438.10]

3. Adheres to the requirements identified in DDD Operations Policy Manual, Policy 416 [42 CFR 438.10(h)(3)].

4. Ensures the provider directory (hard copy and electronic) includes:

Note: See [42 CFR 457.1207, 42 CFR 438.10.]

- a. Provider name
- b. Provider address
- c. Provider telephone number
- d. Web site URL, as appropriate
- e. Specialty, as appropriate
- f. Non-English languages spoken
- g. 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, and whether the provider has completed cultural competence training.
- h. A designation for identifying provider locations that meet the criteria for accommodating members with physical or cognitive disabilities and a description of how the members can obtain details of the accessibility features for specific providers with this designation.

B. Provider Directories are Made Available to Members

The DDD must:

1. Ensure that a hard copy format of the Provider Directory is available to members upon request and that one will be provided at no cost within five business days of their request.
2. Provide the member either a hard copy of the Provider Directory or an explanation of how to use the electronic version (or both versions) as follows:
 - a. **Hard Copy**

Provide the provider directory in hard copy format with the new member packet.
 - b. **Electronic**

Within 10 business days of receipt of notification of the enrollment date [42 CFR 438.102(a)(2)], inform each member/representative or household how to access the Provider Directory online.

Via electronic mail, postal mailing, or inclusion in the member handbook, provide written notification of how to access the provider directory information located on the DDD website. This member notification must:

 - i. Be approved in accordance with this policy and with Division Operations Manual Policy 404
 - ii. Give the member the option to obtain a hard copy version of the provider directory upon request.