



NEW Manual	NEW Manual Chapter	NEW Manual Section	Sub-Topics
Eligibility Manual	Chapter 100 Responsibilities	100 Responsibilities	
Eligibility Manual	Chapter 200 Requirements for Division Eligibility	Chapter 200 Requirements for Division Eligibility	Chapter 200 <ul style="list-style-type: none"> • Residency • Application Process • Social Security Numbers • Consent for Application for Services • Responsible Person and Application • Cooperation with Arizona Long Term Care System Eligibility Process • Diagnostic and Functional Criteria for Persons Age 6 and Above • Cognitive/Intellectual Disability • Adaptive Behavior • Cerebral Palsy • Epilepsy • Autism • Diagnostic Criteria 299.00 – Autistic Disorder • Exemption from Eligibility • Substantial Functional Limitations • Criteria for Children Birth to Age 6
Eligibility Manual	Chapter 300 Referral Procedures	Chapter 300 Referral Procedures	Chapter 300 <ul style="list-style-type: none"> • Intake Interview • Proof of Age
Eligibility Manual	Chapter 400 Eligibility Determination Process	Chapter 400 Eligibility Determination Process	



Eligibility Manual	Chapter 500 Assignment of Support Coordinators	Chapter 500 Assignment of Support Coordinators	
Eligibility Manual	Chapter 600 RE-Determination of Eligibility	Chapter 600 RE-Determination of Eligibility	
Eligibility Manual	Chapter 700 Determination of ALTCS Eligibility	Chapter 700 Determination of ALTCS Eligibility	Chapter 700 <ul style="list-style-type: none">• Resource Screening for Arizona Long Term Care System• Functional Screening Arizona Long Term Care System• Pre-Admission Screening• Arizona Long Term Care System Referral Procedures• Arizona Health Care Cost Containment System Roster• Appeal of Arizona Long Term Care System Eligibility Decisions
Eligibility Manual	Chapter 800 Eligibility for the Arizona Intervention Program (AzEIP)	Chapter 800 Eligibility for the Arizona Intervention Program (AzEIP)	
Eligibility Manual	Chapter 900 Eligibility Categories	Chapter 900 Eligibility Categories	



Eligibility Manual	Chapter 1000 Responsibilities of the Member/Responsible Person When Eligible for the Division	Chapter 1000 Responsibilities of the Member/Responsible Person When Eligible for the Division	
Eligibility Manual	Chapter Inventory for Client and Agency Planning	Chapter 1001 Inventory for Client and Agency Planning	
Behavior Supports	Chapter 100 Definition and Applicability	Chapter 100 Definition and Applicability	
Behavior Supports	Chapter 200 Prohibitions	Chapter 200 Prohibitions	Chapter 200 <ul style="list-style-type: none"> • Abuse • Neglect • Behavioral Intervention Techniques • Behavior Modifying Medications • Behavior Treatment Plan Implementation
Behavior Supports	Chapter 300 Violations	Chapter 300 Violations	
Behavior Supports	Chapter 400 Program Review Committee	Chapter 400 Program Review Committee	Chapter 400 <ul style="list-style-type: none"> • Composition • Responsibilities
Behavior Supports	Chapter 500 Individual Support Plan Team	Chapter 500 Individual Support Plan Team	Chapter 500 <ul style="list-style-type: none"> • Responsibilities
Behavior Supports	Chapter 600 Restitution	Chapter 600 Restitution	
Behavior Supports	Chapter 700 Behavior Modifying Medications	Chapter 700 Behavior Modifying Medications	



Behavior Supports	Chapter 800 Monitoring Behavior Modifying Medications/Treat ment Plans	Chapter 800 Monitoring Behavior Modifying Medications/Treatment Plans	Chapter 800 <ul style="list-style-type: none"> • Paper Reviews • Applicability • Eligibility • Initial Consideration of Paper Reviews • Subsequent Annual Paper Reviews • Responsibilities of the Program Review Committee • Loss of Eligibility for Paper Review • Exit Review
Behavior Supports	Chapter 900 Emergency Measures	Chapter 900 Emergency Measures	
Behavior Supports	Chapter 1000 Physical Management Techniques	Chapter 1000 Physical Management Techniques	
Medical Policy Manual	Chapter 100 Introduction	100 Manual Overview	
Medical Policy Manual	Chapter 100 Introduction	100-C Manual Updating Procedures	<ul style="list-style-type: none"> • Development/Revision of Policies • Distribution of New Policies • Annual Policy Review
Medical Policy Manual	Chapter 100 Introduction	100-D Policy Manual Definitions	
Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	300 Chapter Overview	<ul style="list-style-type: none"> • Contracted Health Plans • Children's Rehabilitative Services • Extended Care Coverage • Comprehensive Medical and Dental Program • Member Acute Care Card • Health Plan Responsibilities
Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	310 Covered Services 310-BB Transportation	<ul style="list-style-type: none"> • Emergency Ambulance and Medically Necessary Transportation
Medical Policy	Chapter 300	310	



Manual	Medical Policy for Acute Services	Covered Services 310-D Dental Services	
Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	310 Covered Services 310-DD Organ Transplant	
Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	310 Covered Services 310-F Emergency Medical Services	<ul style="list-style-type: none"> • Out of Area Service
Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	310 Covered Services 310-I Home Health Services	<ul style="list-style-type: none"> • Travel Expenses (Meals, Lodging, Transportation and Attendant Services)
Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	310 Covered Services 310-K Hospital Inpatient Services	<ul style="list-style-type: none"> • Inpatient Hospital (Acute Care Services)
Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	310 Covered Services 310-N Laboratory	<ul style="list-style-type: none"> • Clinical Laboratory, Radiological and Medical Imaging Services (Acute Care Services)
Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	310 Covered Services 310-P Medical Supplies, Durable Medical Equipment, and Orthotic/Prosthetic Devices	
Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	310 Covered Services 310-U Podiatry	
Medical Policy Manual	Chapter 300 Medical Policy for	310 Covered Services	



	Acute Services	310-V Prescription Medication/Pharmacy Services	
Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	310 Covered Services 310-X Rehabilitation Therapy	
Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	320-M Medical Marijuana	
Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	330 Services for the Children's Rehabilitative Services Program	
Medical Policy Manual	Chapter 400 Medical Policy for Maternal and Child Health	410 Maternity Care Services	<ul style="list-style-type: none"> • Pregnant Women's Program
Medical Policy Manual	Chapter 400 Medical Policy for Maternal and Child Health	420 Family Planning	
Medical Policy Manual	Chapter 400 Medical Policy for Maternal and Child Health	430 EPSDT Services	<ul style="list-style-type: none"> • Maternal And Child Health
Medical Policy Manual	Chapter 400 Medical Policy for Maternal and Child Health	430-C Incontinence Briefs	<ul style="list-style-type: none"> • Incontinence Briefs



<p>Medical Policy Manual</p>	<p>Chapter 500 Care Coordination Requirements</p>	<p>540 Other Care Coordination Issues</p>	<ul style="list-style-type: none"> • Acute Medical Care • Children’s Rehabilitative Services • Behavioral Health • Residential Placements • Department of Child Safety • Department of Economic Security Vocational Rehabilitation • Arizona Department of Education/ Local Education Agency • Residential Placement of Educational Reasons (A.R.S§15-765) • Transition to the Community • Preschool Transition • Oversight Responsibility • Agency Responsibilities • Local Education Agency Responsibilities • Residential Placement for Other Educational Purpose • Responsibilities of the Parents/Guardians • Responsibilities of the Division • Coordination of Care Between The Division And The School System • Preschool Transition • Discharge Planning • Members with Medical Needs • Nurse Consultation to Determine Medical Need • Members Without Medical Needs • Foster Care Discharge Planning • Discharge/Transition of Members with Severe Behavioral Challenges
<p>Medical Policy Manual</p>	<p>Chapter 500 Care Coordination Requirements</p>	<p>540 Other Care Coordination Issues</p>	<ul style="list-style-type: none"> • Residential Placement for Educational Reasons (A.R.S.§15-765)



Medical Policy Manual	Chapter 500 Care Coordination Requirements	570 Community Collaborative Care Teams	
Medical Policy Manual	Chapter 700 School Based Claiming Program	Chapter 700 Overview	<ul style="list-style-type: none"> School Based Claiming for Medicaid
Medical Policy Manual	Chapter 1200 Services and Settings	Chapter 1200 Overview	
Medical Policy Manual	Chapter 1200 Services and Settings	Chapter 1210 Institutional Services and Settings 1210-A Intermediate Care Facilities	<ul style="list-style-type: none"> Service Description and Goals (Intermediate Care Facility for Individuals with an Intellectual Disability) Service Settings (Intermediate Care Facility for Individuals with an Intellectual Disability) Service/Provider Requirements (Intermediate Care Facility for Individuals with an Intellectual Disability) Target Population (Intermediate Care Facility for Individuals with an Intellectual Disability) Exclusions (Intermediate Care Facility for Individuals with an Intellectual Disability) Service Provision Guidelines (Intermediate Care Facility for Individuals with an Intellectual Disability) Service Evaluation (Intermediate Care Facility for Individuals with an Intellectual Disability) Service Closure (Intermediate Care Facility for Individuals with an Intellectual Disability)



Medical Policy Manual	Chapter 1200 Services and Settings	Chapter 1210 Institutional Services and Settings 1210-B Nursing Facilities	<ul style="list-style-type: none">• Service Description and Goals (Nursing Facility)• Service Settings (Nursing Facility)• Service/Provider Requirements (Nursing Facility)• Target Population (Nursing Facility)• Exclusions (Nursing Facility)• Service Provision Guidelines (Nursing Facility)• Service Evaluation (Nursing Facility)• Service Closure (Nursing Facility)
Medical Policy Manual	Chapter 1200 Services and Settings	1220-C Pre-Admission Screening and Resident Review	<ul style="list-style-type: none">• Service Description• State Agreement Requirements• Cognitive/intellectual disability• Specialized Services (as pertaining to cognitive/intellectual disability)• Pre-Admission Screening and Resident Review Determination• Evaluation Requirements• Cease Process and Documentation Situation• Nursing Facility Level of Care Inappropriate• Appeal Mechanism• Referral Designation
Medical Policy Manual	Chapter 1200 Services and Settings	Chapter 1230 Home and Community Based Service Settings 1230-A Assisted Living Centers	<ul style="list-style-type: none">• Description• Considerations• Conditions• Exclusions



<p>Medical Policy Manual</p>	<p>Chapter 1200 Services and Settings</p>	<p>1230 Home and Community Based Service Settings 1230-C Room and Board</p>	<ul style="list-style-type: none"> • Service Description and Goals (Room and Board) • Service Settings (Room and Board) • Service Requirements (Room and Board) • Target Population (Room and Board) • Exclusions (Room and Board) • Service Provision Guidelines (Room and Board) • Provider Types and Requirements (Room and Board) • Service Evaluations (Room and Board) • Service Closure (Room and Board)
<p>Medical Policy Manual</p>	<p>Chapter 1200 Services and Settings</p>	<p>Chapter 1240 Home and Community Based Services 1240-A Attendant Care and Homemaker (Direct Care Services)</p>	<ul style="list-style-type: none"> • Description • Responsible Person's Participation (Attendant Care) • Considerations (Attendant Care) • Settings (Attendant Care) • Exclusions (Attendant Care) • Homemaker (Housekeeping) • Service Description and Goals (Homemakers) • Service Settings (Homemaker) • Service Requirements (Homemaker) • Target Population (Homemaker) • Exclusions (Homemaker) • Service Provisions Guidelines (Homemaker) • Provider Types and Requirements (Homemaker) • Service Evaluation (Homemaker) • Service Closure (Homemaker) • Other Homemaker Services



Medical Policy Manual	Chapter 1200 Services and Settings	1240 Home and Community Based Services 1240-C Community Transition Services	<ul style="list-style-type: none"> • Description • Considerations • Exclusions
Medical Policy Manual	Chapter 1200 Services and Settings	1240 Home and Community Based Services 1240-D Emergency Alert System	<ul style="list-style-type: none"> • Description • Considerations • Settings • Exclusions
Medical Policy Manual	Chapter 1200 Services and Settings	Chapter 1240 Home and Community Based Services 1240-E Habilitation Services	<ul style="list-style-type: none"> • Service Description and Goals (Days Treatment and Training) • Service Settings (Day Treatment and Training) • Service Requirements (Day Treatment and Training) • Target Population (Day Treatment and Training) • Exclusions (Day Treatment and Training) • Service Provision Guidelines (Day Treatment and Training) • Provider Types and Requirements (Day Treatment and training) • Service Evaluation (Day Treatment and Training) • Service Closure (Day Treatment and Training) • Service Description and Settings (Employment Supports and Services) • Transportation Services for Employment Related Programs • Target populations (Employment Supports and Services) • Service Requirements and Referral Process (Employment Support and Services) • Service Provision Guidelines (Employment



			<ul style="list-style-type: none">Supports and Services)• Transition from the Vocational Rehabilitation Program to the Division of Developmental Disabilities• Authorizations for Employment Supports and Services• Service Changes (Employment Supports and Services)• Tracking and Reporting (Employment Supports and Services)• Monitoring and Technical Support (Employment Supports and Services)• Description (Habilitation)• Considerations (Habilitation)• Setting (Habilitation)• Exclusions (Habilitation)• Habilitation Early Childhood Autism Specialized• Description -- Habilitation Early Childhood Autism Specialized• Habilitation Doctoral or Masters (HBM) – Habilitation Early Childhood Autism Specialized• Habilitation Doctoral or Masters (ECM) /Habilitation Bachelors (ECB)• Habilitation (ECH) Hours –Habilitation, Early Childhood Autism Specialized Habilitation• Responsible Person’s Participation – Early Childhood Autism Specialized Habilitation• Considerations – Early Childhood Autism Specialized Habilitation• Settings – Early Childhood Autism Specialized Habilitation• Exclusions
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<p>Medical Policy Manual</p>	<p>Chapter 1200 Services and Settings</p>	<p>Chapter 1240 Home and Community Based Services 1240-G Home Nursing</p>	<ul style="list-style-type: none"> • Service Description and Goals (Home Nursing) • Intermittent Nursing Services • Continuous Nursing Services • Service Settings (Home Nursing) • Service Requirements (Home Nursing) • Target Populations (Home Nursing) • Exclusions (Home Nursing) • Service Provision Guidelines (Home Nursing) • Provider Types and Requirements (Home Nursing) • Service Evaluation (Home Nursing) • Service Closure (Home Nursing)
<p>Medical Policy Manual</p>	<p>Chapter 1200 Services and Settings</p>	<p>Chapter 1240 Home and Community Based Services 1240-H Home Health Aide</p>	<ul style="list-style-type: none"> • Service Descriptions and Goals (Home Health Aide) • Service Settings (Home Health Aide) • Service Requirements (Home Health Aide) • Target Population (Home Health Aide) • Exclusions (Home Health Aide) • Service Provision Guidelines (Home Health Aide) • Provider Types and Requirements (Home Health Aide) • Service Evaluation (Home Health Aide) • Service Closure (Home Health Aide)
<p>Medical Policy Manual</p>	<p>Chapter 1200 Services and Settings</p>	<p>1240 Home and Community Based Services 1240-I Home Modifications</p>	<ul style="list-style-type: none"> • Overview • Scope of Home Modifications • Home Repairs, Home Improvement • New Construction • Homes Not Owned by the Member (Rental/Lease) • Requirements for Medically Necessary Environmental Modifications • Procedures • Review Procedure



Medical Policy Manual	Chapter 1200 Services and Settings	Chapter 1250 Services Provided in Both HCBS and Institutional Settings 1250-B Hospice	<ul style="list-style-type: none"> • Service Description and Goals (Hospice)
Medical Policy Manual	Chapter 1200 Services and Settings	1250 Services Provided in Both HCBS and Institutional Settings 1250-D Respite	<ul style="list-style-type: none"> • Service Description and Goals (Respite) • Service Setting (Respite) • Service Requirements (Respite) • Target Population (Respite) • Exclusions (Respite) • Service Provision Guidelines (Respite) • Provider Types and Requirements (Respite) • Service Evaluation (Respite) • Service Closure (Respite)
Medical Policy Manual	Chapter 1200 Services and Settings	1250 Services Provided in Both HCBS and Institutional Settings 1250-E Therapies (Rehabilitative/Habilitative)	<ul style="list-style-type: none"> • Habilitative Therapy • Occupational, Physical and Speech Therapy • Description (Occupational, Physical and Speech) • Responsible Person's Participation (Occupational, Physical and Speech) • Considerations (Occupational, Physical and Speech) • Settings (Occupational Physical and Speech) • Exclusions (Occupational, Physical and Speech) • Service Description and Goals (Respiratory Therapy) • Service Setting (Respiratory Therapy) • Service Requirements (Respiratory Therapy) • Target Population (Respiratory Therapy) • Exclusions (Respiratory Therapy) • Service Provision Guidelines (Respiratory Therapy) • Provider Types and Requirements (Respiratory) • Service Evaluation (Respiratory Therapy) • Service Closure (Respiratory Therapy)



<p>Medical Policy Manual</p>	<p>Chapter 1200 Services and Settings</p>	<p>1250 Services Provided in Both HCBS and Institutional Settings 1250-F Medical Supplies, Equipment, Appliances, And Customized Durable Medical Equipment</p>	<ul style="list-style-type: none"> • Adaptive Aids (Acute Care Service) • Augmentative Communication Devices • Service Description and Goals • Service Settings • Service Requirements • Target Populations • Exclusions • Service Provisions Guidelines • Evaluation • Service Closure
<p>Medical Policy Manual</p>	<p>Chapter 1200 Services and Settings</p>	<p>1250 Services Provided in Both HCBS and Institutional Settings 1250-G Nutritional Assessments and Nutritional Therapy</p>	<ul style="list-style-type: none"> • Supplemental Nutritional Feeding • Criteria for Medical Review and Prior Authorization (Supplemental Nutritional Program) • Member Management (Supplemental Nutritional Program) • Authorization Process (Supplemental Nutritional Program)
<p>Medical Policy Manual</p>	<p>Chapter 1200 Services and Settings</p>	<p>1250 Services Provided in Both HCBS and Institutional Settings 1250-H Transportation</p>	<ul style="list-style-type: none"> • Service Description and Goals (Transportation) • Service Requirements (Transportation) • Target Population (Transportation) • Exclusions (Transportation) • Service Provision Guidelines (Transportation) • Provider Types and Requirements (Transportation) • Service Evaluation (Transportation) • Service Closure (Transportation)



<p>Medical Policy Manual</p>	<p>Chapter 1200 Services and Settings</p>	<p>1280 State Funded Services</p>	<ul style="list-style-type: none"> • Member and Family Assistance • General Guidelines • Receipts • Emergency Support • Eligible Services • Eligibility • Determination of Participation by Responsible Person • Guidelines for Approving Emergency Support • Payments • Waivers • Ongoing Support • Eligible Services-Ongoing Support • Ineligible Services • Alternative Options • Eligibility • Determination of Participation by Responsible Person • Guidelines for Approving Ongoing Support • Payments • Waivers • Supplemental Payments Program
<p>Medical Policy Manual</p>	<p>Chapter 1200 Services and Settings</p>	<p>1240-A Exhibit 1240A-1 Attendant Care Supervision Requirements – Age 17 and under</p>	<p>Overview</p> <ul style="list-style-type: none"> • Age 17 and under
<p>Medical Policy Manual</p>	<p>Chapter 1200 Services and Settings</p>	<p>1240-A Exhibit 1240A-2 Attendant Care Supervision Requirements – Age 18 and above</p>	<p>Overview</p> <ul style="list-style-type: none"> • Age 18 and above



Medical Policy Manual	Chapter 1200 Services and Settings	1240-A Exhibit 1240A-3 Attendant Care Supervision Documentation Requirements	<ul style="list-style-type: none"> • Overview
Medical Policy Manual	Chapter 1200 Services and Settings	1240-G Exhibit 1240G-1	
Medical Policy Manual	Chapter 1600 Case Management	1610 Components of Support Coordination	<ul style="list-style-type: none"> • Components of Support Coordination • Support Coordination/Arizona Early Intervention Program (AzEIP)Contacted Support Coordination (Case Management) • Navajo Nation Contracted Support Coordination
Operations Manual	Chapter 400 Operations	433 Reserved	
Operations Manual	Chapter 1000 Members and Families	1001 Credo, Vision, and Values	<ul style="list-style-type: none"> • The Division's Credo • The Division's Vision • The Division's Values
Operations Manual	Chapter 1000 Members and Families	1001-A Basic Human and Disability Rights	1001-A <ul style="list-style-type: none"> • The Rights of Persons with Developmental Disabilities Living in Residential Settings
Operations Manual	Chapter 1000 Members and Families	1001-B Responsibilities Of Individuals Applying For and/or Receiving Supports And Services	
Operations Manual	Chapter 1000 Members and Families	1001-C Rights Of Persons With Developmental Disabilities Living In Residential Settings	
Operations Manual	Chapter 1000 Members and Families	1002 Voter Registration	



Operations Manual	Chapter 1000 Members and Families	1003 District Human Rights Committees	<ul style="list-style-type: none"> • Membership in Human Rights Committees
Operations Manual	Chapter 1000 Members and Families	1004-A Informed Consent	<ul style="list-style-type: none"> • Consumer's Competency Questioned
Operations Manual	Chapter 1000 Members and Families	1004-B Consent to Medical Treatment of Incapacitated Adults	
Operations Manual	Chapter 1000 Members and Families	1004-C Consent to Medical Treatment of Minors	
Operations Manual	Chapter 1000 Member/Families	1004-D Consent to medical Treatment of Incapacitated Minors	
Operations Manual	Chapter 1000 Member/Families	1005-A Guardianship and Conservatorship	1005-A <ul style="list-style-type: none"> • Appointment of a Guardian or Conservator • Who May Be Guardian • Duties of a Guardian Procedures
Operations Manual	Chapter 1000 Member/Families	1005-B Surrogate Parent	1005-B <ul style="list-style-type: none"> • Procedures
Operations Manual	Chapter 1000 Member/Families	1005-C Authorized Representative for ALTCS Benefits	



Operations Manual	Chapter 1000 Member/Families	1005-D Representative Payee	1005-D <ul style="list-style-type: none"> • Procedures
Operations Manual	Chapter 1000 Member and Families	1006 Health Care Directives/Advanced Directives	<ul style="list-style-type: none"> • Health Care Power of Attorney • Living Will • Prehospital Medical Care Directive • Procedures
Operations Manual	Chapter 2000 Support Coordination	2001 Planning Team Members	
Operations Manual	Chapter 2000 Support Coordination	2002 Planning Meetings	<ul style="list-style-type: none"> • Member Attendance • Initial Planning Meeting (Newly Eligible) • Subsequent Planning Meetings • DD Only (DDD) • Scheduling Subsequent Meetings • Focus ISP Date (Set in stone date) • Meeting Location • Special Meetings • Mandatory Reporting
Operations Manual	Chapter 2000 Support Coordination	Chapter 2003 Planning Document	<ul style="list-style-type: none"> • Annual Plans • Reassessment of the Planning Document • Changes to the Planning Document • Attendance Sheet • Acknowledgement of Publication/ Information • Team Assessment Summary/Working With Me • Support Information • Risk Assessment Plan • Vision and Priorities • Service Considerations/Evaluation • Service Outcomes • Service Plan • Contingency Plan (Back-Up Plans) • Action Items • Summary of Professional Evaluations • Right, Health and Safeguards • Spending Plan



			<ul style="list-style-type: none"> • Transfer Plan • Cost Effectiveness Studies (CES) • Request A Higher Medical Rate Through The Health Care Services (HCS) Office • Request A Higher Behavioral Health Rate Through the Behavioral Health Unit • Procedures for Reducing Cost Below 100% Within 6 Months • Considerations for Possible Institutional Placement
Operations Manual	Chapter 2000 Support Coordination	Chapter 2004 Service Authorization	Other Authorizations
Operations Manual	Chapter 2000 Support Coordination	2005 Referral and Placement in Services	
Operations Manual	Chapter 2000 Support Coordination	Chapter 2006 Arizona Long Term Care (ALTCS) Non-Users	
Operations Manual	Chapter 2000 Support Coordination	Chapter 2007 Case Closure	<ul style="list-style-type: none"> • Causes for Division Case Closure • Notification of Case Closure • Documentation of Case Closure
Operations Manual	Chapter 3000 Network	Chapter 3001 Family Members as Paid Providers	
Operations Manual	Chapter 3000 Network	Chapter 3002 Home and Community based Service Delivery	
Operations Manual	Chapter 3000 Network	3003 Selection of Providers	<ul style="list-style-type: none"> • Individual Independent Provider Selection Process • Qualified Vendor Selection Process • Random Auto-Assignment Process
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Operations Manual	Chapter 3000 Network	3005 Notification of Network Changes	
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Operations Manual	Chapter 3000 Network	3007 Service Provider Information, Authority, and Notification	<ul style="list-style-type: none">• Other Safety Considerations for Placements
Operations Manual	Chapter 4000 Business Operations	4001 Third Party Liability	
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Operations Manual	Chapter 4000 Business Operations	4003 Administrative Review/Appeal Rights	
Operations Manual	Chapter 4000 Business Operations	4004 Management of Member Funds, Overview	



Operations Manual	Chapter 4000 Business Operations	4004 Management of Member Funds 4004-A Definitions	<ul style="list-style-type: none"> • Member Funds • Member Fund System • Fiduciary Capacity • Individual Spending Plan • Individual Support Plan/Individualized Family Services Plan/Person Centered Plan (Planning Document) • Personal Spending Money • Railroad Retirement Annuities and Pensions • Representative Payee • Residential Services • Social Security Benefits • Veterans' Benefits
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Operations Manual	Chapter 4000 Business Operations	4004 Management of Member Funds 4004-C Policy	
Operations Manual	Chapter 4000 Business Operations	4004 Management of Member Funds 4004-D Responsibilities	
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Operations Manual	Chapter 4000 Business Operations	4004 Management of Member Funds 4004-I Ledgers Maintained by Providers	
Operations Manual	Chapter 4000 Business Operations	4004 Management of Member Funds 4004-J Bank Reconciliation	
Operations Manual	Chapter 4000 Business Operations	4004 Management of Member Funds 4004-K Use of Member Funds	



Operations Manual	Chapter 4000 Business Operations	4004 Management of Member Funds 4004-L Reviewing Member's Accounts	
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Operations Manual	Chapter 6000 Administrative Operations	6001-A Confidentiality	6001-A <ul style="list-style-type: none"> • Confidential Information • Confidentiality Officer
Operations Manual	Chapter 6000 Administrative Operations	6001-B Release of Information	
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Operations Manual	Chapter 6000 Administrative Operations	6001-E Violations and Penalties	
Operations Manual	Chapter 6000 Administrative Operations	6001-F Case Records	6001-F <ul style="list-style-type: none"> • Central Case Records • Program/Service Records
Operations Manual	Chapter 6000 Administrative Operations	6001-G Documentation Requirements	
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Operations Manual	Chapter 6000 Administrative Operations	6001-I Management and Maintenance of Records Related to the Medical Line of Business	
Operations Manual	Chapter 6000 Administrative Operations	6002-A Definitions of Incidents and Serious Incidents	6002-A <ul style="list-style-type: none"> • Incidents • Serious Incidents
Operations Manual	Chapter 6000 Administrative Operations	6002-B Incident Management System (IMS) Definitions	
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Operations Manual	Chapter 6000 Administrative Operations	6002-D Members at Risk if Missing	6002-D <ul style="list-style-type: none"> • Provider Responsibilities • Media Involvement • Planning Team Responsibilities
Operations Manual	Chapter 6000 Administrative Operations	6002-E Incident Reports	
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Operations Manual	Chapter 6000 Administrative Operations	6003-L Contact with Attorneys or Their Staff	
Operations Manual	Chapter 6000 Administrative Operations	6003-M Conducting All Meetings	6003-M <ul style="list-style-type: none"> • Tape Recording Meetings • Requests for Member Information



Operations Manual	Chapter 6000 Administrative Operations	6004-A Quality Management	
Operations Manual	Chapter 6000 Administrative Operations	6004-B Internal Oversight	6004-B <ul style="list-style-type: none">• Monitoring• Continued Stay Reviews• Program Operations and Business Operations• Support Coordination• Health Care Services• ALTCS Administrator/Specialists• ALTCS• Targeted Support Coordination• Other
Operations Manual	Chapter 6000 Administrative Operations	6004-C External Oversight	6004-C <ul style="list-style-type: none">• Licensing/Certification• AHCCCS• Advocacy• Financial Audit
Operations Manual	Chapter 6000 Administrative Operations	6004-D Division Oversight Findings	