

Policy Manual 1993 – September 30, 2015			NEW Manual	NEW Manual Chapter	New Manual Section
CHAPTER	SECTION	TITLE			
100 Introduction	101	Overview	Medical Policy Manual	Chapter 100 Introduction	100 Manual Overview
100 Introduction	102	Development/Revision of Policy	Medical Policy Manual	Chapter 100 Introduction	<ul style="list-style-type: none"> 100-C Manual Updating Procedures
100 Introduction	103	Distribution of New Policies	Medical Policy Manual	Chapter 100 Introduction	<ul style="list-style-type: none"> 100-C Manual Updating Procedures
100 Introduction	104	Annual Policy Review	Medical Policy Manual	Chapter 100 Introduction	<ul style="list-style-type: none"> 100-C Manual Updating Procedures
200 Definitions	200	Definitions	Medical Policy Manual	Chapter 100 Introduction	<ul style="list-style-type: none"> 100-D Policy Manual Definitions
300 Member Rights and Responsibilities	301	Overview	Obsolete		
300 Member Rights and Responsibilities	302	Basic Human And Disability Related Rights	Operations Manual	Chapter 1000 Members and Families	<ul style="list-style-type: none"> 1001-A Basic Human and Disability Rights
300 Member Rights and Responsibilities	302.1	Voter Registration	Operations Manual	Chapter 1000 Members and Families	<ul style="list-style-type: none"> 1002 Voter Registration
300 Member Rights and Responsibilities	302.2	Rights Of Persons With Developmental Disabilities Living In Residential Settings	Operations Manual	Chapter 1000 Members and Families	<ul style="list-style-type: none"> 1001-C Rights Of Persons With Developmental Disabilities Living In Residential Settings
300 Member Rights and Responsibilities	302.3	Responsibilities Of Individuals Applying For And/or Receiving Supports And Services	Operations Manual	Chapter 1000 Members and Families	<ul style="list-style-type: none"> 1001-B Responsibilities Of Individuals Applying For and/or Receiving Supports And Services
300 Member Rights and Responsibilities	302.3	Responsibilities of Individuals Applying for and/or Receiving Supports and Services NOTE: Responsibilities portion of this section only	Eligibility Manual	Chapter 100 Responsibilities	100 Responsibilities
3000 Member Rights and Responsibilities	302.4	Procedures	Obsolete		

300 Member Rights and Responsibilities	302.5	District Human Rights Committees	Operations Manual	Chapter 1000 Member and Families	<ul style="list-style-type: none"> 1003 District Human Rights Committees
300 Member Rights and Responsibilities	302.9	Homemaker	Medical Policy Manual	Chapter 1200 Services and Settings	1240 Home and Community Based Services <ul style="list-style-type: none"> 1240-A Attendant Care and Homemaker (Direct Care Services)
300 Member Rights and Responsibilities	303	Informed Consent	Operations Manual	Chapter 1000 Member and Families	<ul style="list-style-type: none"> 1004-A Informed Consent
300 Member Rights and Responsibilities	303.1	Consent to Medical Treatment of Adults – Incapacitated Adults	Operations Manual	Chapter 1000 Member and Families	<ul style="list-style-type: none"> 1004-B Consent to Medical Treatment of Incapacitated Adults
300 Member Rights and Responsibilities	303.1	Consent to Medical Treatment of Adults – Consumer Competency Questioned	Operations Manual	Chapter 1000 Member and Families	<ul style="list-style-type: none"> 1004-A Informed Consent
300 Member Rights and Responsibilities	303.2	Consent to Medical Treatment of Minors	Operations Manual	Chapter 1000 Member and Families	<ul style="list-style-type: none"> 1004-C Consent to Medical Treatment of Minors
300 Member Rights and Responsibilities	304	Health Care Directives/Advanced Directives	Operations Manual	Chapter 1000 Member and Families	<ul style="list-style-type: none"> 1006 Health Care Directives/Advanced Directives
400 Support Coordination	401	Overview	Obsolete		
400 Support Coordination	402	Components of Support Coordination	Medical Policy Manual	Chapter 1600 Case Management	<ul style="list-style-type: none"> 1610 Components of Support Coordination
400 Support Coordination	403	Planning Team members	Operations Manual	Chapter 2000 Support Coordination	<ul style="list-style-type: none"> 2001 Planning Team Members
400 Support Coordination	404	Planning Meetings	Operations Manual	Chapter 2000 Support Coordination	<ul style="list-style-type: none"> 2002 Planning Meetings

400 Support Coordination	405	Coordination of Care <ul style="list-style-type: none"> • Acute Medical Care • CRS • Behavioral Health • Qualified Behavioral Health Professional Consult • Behavioral Health Treatment Plan • Child and Family Teams • Department of Child Safety • DES Vocational Rehabilitation • Arizona Department of Education/Local Education Agency • Coordination of Care between Division and the School System • Preschool Transition 	Medical Policy Manual	Chapter 500 Care Coordination Requirements	<ul style="list-style-type: none"> • 540 Other Care Coordination Issues
400 Support Coordination	405	Coordination of Care <ul style="list-style-type: none"> • Behavioral Health • Community Collaborative Care teams 	Medical Policy Manual	Chapter 500 Care Coordination Requirements	<ul style="list-style-type: none"> • 570 Community Collaborative Care Teams
400 Support Coordination	405	Coordination of Care <ul style="list-style-type: none"> • School Based Claiming for Medicaid 	Medical Policy Manual	Chapter 700 School Based Claiming Program	700 Overview <ul style="list-style-type: none"> • 700 School Based Claiming Program
400 Support Coordination	406	Planning Document	Operations Manual	Chapter 2000 Support Coordination	<ul style="list-style-type: none"> • 2003 Planning Document
400 Support Coordination	407	Service Authorizations	Operations Manual	Chapter 2000 Support Coordination	<ul style="list-style-type: none"> • 2004 Service Authorization
400 Support Coordination	408	Arizona Long Term Care ALTCS Non-Users	Operations Manual	Chapter 2000 Support Coordination	<ul style="list-style-type: none"> • 2006 Arizona Long Term Care (ALTCS) Non-Users
400 Support Coordination	409	Case Closure	Operations Manual	Chapter 2000 Support Coordination	<ul style="list-style-type: none"> • 2007 Case Closure
500 Eligibility	500	Eligibility	Eligibility Manual		

500 Eligibility	502	Eligibility <ul style="list-style-type: none"> Requirements for Division Eligibility 	Eligibility Manual	Chapter 200 Requirements for Division Eligibility	200 Requirements for Division Eligibility <ul style="list-style-type: none"> Requirements for Division Eligibility Overview Residency Application Process Social Security Numbers Consent for Application Services Responsible Person and Application Cooperation with Arizona Long Term Care System Eligibility Process Diagnostic and Functional Criteria for Persons Age 6 and Above Criteria for Children Birth to Age 6
500 Eligibility	503	Referral Procedures	Eligibility Manual	Chapter 300 Referral Procedures	300 Referral Procedures
500 Eligibility	504	Eligibility Determination Process	Eligibility Manual	Chapter 400 Eligibility Determination Process	400 Eligibility Determination Process
500 Eligibility	505	Assignment of Support Coordinators	Eligibility Manual	Chapter 500 Assignment of Support Coordinators	500 Assignment of Support Coordinators
500 Eligibility	506	Re-Determination of Eligibility	Eligibility Manual	Chapter 600 Re-Determination of Eligibility	600 Re-Determination of Eligibility
500 Eligibility	507	Determination of Arizona Long Term Care System (ALTCS) Eligibility	Eligibility Manual	Chapter 700 Determination of ALTCS Eligibility	Chapter 700 Determination of ALTCS Eligibility
500 Eligibility	508	Eligibility for the Arizona Early Intervention Program (AzEIP)	Eligibility Manual	Chapter 800 Eligibility for the Arizona Intervention Program (AzEIP)	800 Eligibility for the Arizona Intervention Program (AzEIP)
500 Eligibility	509	Eligibility Categories	Eligibility Manual	Chapter 900 Eligibility Categories	900 Eligibility Categories

500 Eligibility	510	Responsibilities of the Member/Responsible Person When Eligible for the Division	Eligibility Manual	Chapter 1000 Responsibilities of the Member/Responsible Person When Eligible for the Division	1000 Responsibilities of the Member/Responsible Person When Eligible for the Division
500 Eligibility	511	Inventory for Client and Agency Planning (ICAP)	Eligibility Manual	Chapter 1001 Inventory for Client and Agency Planning	1001 Inventory for Client and Agency Planning
600 Services	600	Services			
600 Services	601	Overview	Obsolete		
600 Services	601.1	Family Members as Paid Providers	Operations Manual	Chapter 3000 Network	<ul style="list-style-type: none"> 3001 Family Members as Paid Providers
600 Services	601.1	Home and Community Based Service Delivery	Operations Manual	Chapter 3000 Network	<ul style="list-style-type: none"> 3002 Home and Community Based Service Delivery
600 Services	602	Services	Medical Policy Manual	Chapter 1200 Services and Settings	1200 Overview
600 Services	602.1	Assisted Living Centers	Medical Policy Manual	Chapter 1200 Services and Settings	1230 Home and Community Based Service Settings <ul style="list-style-type: none"> 1230-A Assisted Living Centers
600 Services	602.2	Attendant Care	Medical Policy Manual	Chapter 1200 Services and Settings	1240 Home and Community Based Services <ul style="list-style-type: none"> 1240-A Attendant Care and Homemaker (Direct Care Services)
600 Services	602.3	Day Treatment and Training	Medical Policy Manual	Chapter 1200 Services and Settings	1240 Home and Community Based Services <ul style="list-style-type: none"> 1240-E Habilitation Services
600 Services	602.4	Employment Related Programs	Medical Policy Manual	Chapter 1200 Services and Settings	1240 Home and Community Based Services <ul style="list-style-type: none"> 1240-E Habilitation Services
600 Services	602.5	Habilitation	Medical Policy Manual	Chapter 1200 Services and Settings	1240 Home and Community Based Services <ul style="list-style-type: none"> 1240-E Habilitation Services
600 Services	602.6	Home Health Aide	Medical Policy Manual	Chapter 1200 Services and Settings	1240 Home and Community Based Services <ul style="list-style-type: none"> 1240-H Home Health Aide
600 Services	602.7	Home Nursing	Medical Policy Manual	Chapter 1200 Services and Settings	1240 Home and Community Based Services <ul style="list-style-type: none"> 1240-G Home Nursing
600 Services	602.8	Hospice	Medical Policy Manual	Chapter 1200 Services and Settings	1250 Services Provided in Both HCBS and Institutional Settings <ul style="list-style-type: none"> 1250-B Hospice
600 Services	602.10	Intermediate Care Facilities	Medical Policy Manual	Chapter 1200 Services and Settings	1210 Institutional Services and Settings <ul style="list-style-type: none"> 1210-A Intermediate Care Facilities

600 Services	602.11	Nursing Facilities	Medical Policy Manual	Chapter 1200 Services and Settings	1210 Institutional Services and Settings • 1210-B Nursing Facilities
600 Services	602.12	Respite	Medical Policy Manual	Chapter 1200 Services and Settings	1250 Services Provided in Both HCBS and Institutional Settings • 1250-D Respite
600 Services	602.13	Room and Board	Medical Policy Manual	Chapter 1200 Services and Settings	1230 Home and Community Based Service Settings • 1230-C Room and Board
600 Services	602.14	Therapies – OT, PT, ST	Medical Policy Manual	Chapter 1200 Services and Settings	1250 Services Provided in Both HCBS and Institutional Settings • 1250-E Therapies (Rehabilitative/Habilitative)
600 Services	602.15	Respiratory Therapy	Medical Policy Manual	Chapter 1200 Services and Settings	1250 Services Provided in Both HCBS and Institutional Settings • 1250-E Therapies (Rehabilitative/Habilitative)
600 Services	602.16	Transportation (Non-Emergency)	Medical Policy Manual	Chapter 1200 Services and Settings	1250 Services Provided in Both HCBS and Institutional Settings • 1250-H Transportation
600 Services	603	Acute Care Service Delivery			
600 Services	603.1	Contracted Health Plans o Member Acute Care Card	Operations Manual	Chapter 400 Operations	• 433 Reserved
600 Services	603.1	Contracted Health Plans	Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	• 300 Chapter Overview
600 Services	603.1	Contracted Health Plans • Children's Rehabilitative Services	Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	• 330 Services for the Children's Rehabilitative Services Program
600 Services	603.1	Contracted Health Plans • Comprehensive Medical and Dental Program	Medical Policy Manual –	Chapter 100 Introduction:	• 100-D Policy Manual Definitions
600 Services	603.1	Contracted Health Plans • Health Plan Responsibilities	Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	300 Chapter Overview • 310 Health Plan Responsibilities
600 Services	604	Acute Care Services			
600 Services	604.1	Inpatient Hospital	Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	310 Covered Services • 310-K Hospital Inpatient Services

600 Services	604.2	Outpatient Services	Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	310 430 1240-A 1250-B 1200
600 Services	604.3	Clinical Laboratory, Radiological, Medical Imaging Services	Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	310 Covered Services <ul style="list-style-type: none"> • 310-N Laboratory
600 Services	604.4	Pharmacy	Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	310 Covered Services <ul style="list-style-type: none"> • 310-V Prescription Medication/Pharmacy Services
600 Services	604.5	Medical Supplies, Durable Medical Equipment, Prosthetic devices	Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	310 Covered Services <ul style="list-style-type: none"> • 310-P Medical Supplies, Durable Medical Equipment, and Orthotic/Prosthetic Devices
600 Services	604.6	Adaptive Aids	Medical Policy Manual	Chapter 1200 Services and Settings	<ul style="list-style-type: none"> • 1250-F Medical Supplies, Equipment, Appliances, and Customized Durable Medical Equipment.
600 Services	604.7	Dental Services	Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	310 Covered Services <ul style="list-style-type: none"> • 310-D Dental Services
600 Services	604.8	Rehabilitative Therapy	Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	310 Covered Services <ul style="list-style-type: none"> • 310-X Rehabilitation Therapy
600 Services	604.9	Maternal and Child Health "A" EPSDT	Medical Policy Manual	Chapter 400 Medical Policy for Maternal and Child Health	<ul style="list-style-type: none"> • 430 EPSDT Services
600 Services	604.9	Maternal and Child Health "B" Family Planning	Medical Policy Manual	Chapter 400 Medical Policy for Maternal and Child Health	<ul style="list-style-type: none"> • 420 Family Planning
600 Services	604.9	Maternal and Child Health "C" Pregnant Women's Program	Medical Policy Manual	Chapter 400 Medical Policy for Maternal and Child Health	<ul style="list-style-type: none"> • 410 Maternity Care Services

600 Services	604.9	Maternal and Child Health "D" Behavioral Health Programs	Medical Policy Manual	Chapter 400 Medical Policy for Maternal and Child Health	<ul style="list-style-type: none"> • 430 EPSDT (end of this section)
600 Services	604.10	Podiatry	Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	310 Covered Services <ul style="list-style-type: none"> • 310-U Podiatry
600 Services	604.11	Organ Transplant	Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	310 Covered Services <ul style="list-style-type: none"> • 310-DD Organ Transplant
600 Services	604.12	Extended Care Coverage	Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	300 Chapter Overview (after Contracted Health Plan) <ul style="list-style-type: none"> • 310-A Extended Care Coverage
600 Services	604.13	Home Health Services	Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	310 Covered Services <ul style="list-style-type: none"> • 310-I Home Health Services
600 Services	604.14	Emergency Ambulance and Medically Necessary Transportation	Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	310 Covered Services <ul style="list-style-type: none"> • 310-BB Transportation
600 Services	604.15	Travel Expenses (Meals, Lodging, Transportation, and Attendant Services)	Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	310 Covered Services <ul style="list-style-type: none"> • 310-I Home Health Services (at the end of this section)
600 Services	604.16	Out of Area Coverage	Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	310 Covered Services <ul style="list-style-type: none"> • 310-F Emergency Medical Services
600 Services	604.17	Incontinence Briefs	Medical Policy Manual	Chapter 400 Medical Policy for Maternal and Child Health	<ul style="list-style-type: none"> • 430 EPSDT Services • 430-C Incontinence Briefs
600 Services	604.18	Supplemental Nutritional Feeding	Medical Policy Manual	Chapter 1200 Services and Settings	1250 Services Provided in Both HCBS and Institutional Settings <ul style="list-style-type: none"> • 1250-G Nutritional Assessments and Nutritional Therapy
600 Services	604.19	Service Provision Guidelines	Obsolete		
600 Services	605	Medical Marijuana	Medical Policy Manual	Chapter 300 Medical Policy for Acute Services	<ul style="list-style-type: none"> • 320-M Medical Marijuana
700 Assessment	700	Assessments			

700 Assessment	701	Overview	Obsolete		
700 Assessment	702	Assessment Requirements for Members Placed in Residential Settings	Provider Manual	Chapter 33 Assessment Requirements for Members Placed in Residential Settings	
700 Assessment	703	Pre-Admission Screening and Resident Review	Medical Policy Manual	Chapter 1200 Services and Settings	<ul style="list-style-type: none"> 1220-C Pre-Admission Screening and Resident Review
800 Specialty Services	800	Specialty Services			
800 Specialty Services	801	Overview	Obsolete		
800 Specialty Services	802	Augmentative Communication Devices	Medical Policy Manual	Chapter 1200 Services and Settings	1250 Services Provided in Both HCBS and Institutional Settings: <ul style="list-style-type: none"> 1250-F Medical Supplies, Equipment, Appliances, And Customized Durable Medical Equipment
800 Specialty Services	803	Member and Family Assistance	Medical Policy Manual	Chapter 1200 Services and Settings	<ul style="list-style-type: none"> 1280 State Funded Services
800 Specialty Services	804	Community Transition Services	Medical Policy Manual	Chapter 1200 Services and Settings	1240 Home and Community Based Services: <ul style="list-style-type: none"> 1240-C Community Transition Services
800 Specialty Services	805	Emergency Alert System	Medical Policy Manual	Chapter 1200 Services and Settings	1240 Home and Community Based Services: <ul style="list-style-type: none"> 1240-D Emergency Alert System
800 Specialty Services	806	Home Modifications	Medical Policy Manual	Chapter 1200 Services and Settings	1240 Home and Community Based Services: <ul style="list-style-type: none"> 1240-I Home Modifications
800 Specialty Services	807	Early Childhood Autism Specialized Habilitation	Medical Policy Manual	Chapter 1200 Services and Settings	1240 Home and Community Based Services: <ul style="list-style-type: none"> 1240-E Habilitation Services
900 Plan Coordination	900	Plan Coordination			
900 Plan Coordination	901	Overview	Obsolete		
900 Plan Coordination	902	Responsibilities of the Plan Coordinator – Residential Placements	Operations Manual	Chapter 2000 Support Coordination	<ul style="list-style-type: none"> 2002 Planning Meetings
900 Plan Coordination	903	Selection of Providers	Operations Manual	Chapter 3000 Network	<ul style="list-style-type: none"> 3003 Selection of Providers
900 Plan Coordination	903	Selection of Providers <ul style="list-style-type: none"> Vendor Call Process 	Operations Manual	Chapter 3000 Network	<ul style="list-style-type: none"> 3004 Vendor Call Process

900 Plan Coordination	903	Selection of Providers o Notification of Network Changes	Operations Manual	Chapter 3000 Network	<ul style="list-style-type: none"> 3005 Notification of Network Changes
900 Plan Coordination	904	Short term Emergency Situations (residential and day programs)	Operations Manual	Chapter 3000 Network	<ul style="list-style-type: none"> 3006 Short Term Emergency Situations (residential and day programs)
900 Plan Coordination	905	Referral and Placement in Services	Operations Manual	Chapter 2000 Support Coordination	<ul style="list-style-type: none"> 2005 Referral and Placement in Services
900 Plan Coordination	906	Service Provider Information, Authority, and Notification	Operations Manual	Chapter 3000 Network	<ul style="list-style-type: none"> 3007 Service Provider Information, Authority, and Notification
900 Plan Coordination	907	Discharge Planning	Medical Policy Manual	Chapter 500 Care Coordination Requirements	<ul style="list-style-type: none"> 540 Other Care Coordination Issues
900 Plan Coordination	908	Residential Placements for Educational Reasons o Preschool transition o Oversight responsibility o Agency responsibilities o IEP/IFSP Conference o Local Education Agency Responsibilities o Residential Placements for other than Educational Purposes o Responsibilities of the Parents/Guardians o Responsibilities of the Division	Obsolete		
900 Plan Coordination	908	Residential Placements for Educational Reasons	Medical Policy Manual	Chapter 500 Care Coordination Requirements	<ul style="list-style-type: none"> 540 Other Care Coordination Issues
1200 Payment For Services	1200	Payment for services			
1200 Payment For Services	1201	Third Party Liability	Operations Manual	Chapter 4000 Business Operations	Third Party Liability <ul style="list-style-type: none"> 4001 Third Party Liability
1200 Payment For Services	1202	Client Billing	Operations Manual	Chapter 4000 Business Operations	Client Billing <ul style="list-style-type: none"> 4002 Client Billing
1200 Payment For Services	1203	Administrative Review/Appeal Rights	Operations Manual	Chapter 4000 Business Operations	Administrative Review/Appeal and Hearing Rights <ul style="list-style-type: none"> 4003 Administrative Review/Appeal Rights

1300 Management of Consumer Funds	1300	Management of Consumer Funds	Operations Manual	Chapter 4000 Business Operations	Management of Member Funds <ul style="list-style-type: none"> • 4004 Management of Member Funds
1300 Management of Consumer Funds	1301	Overview	Obsolete		
1300 Management of Consumer Funds	1302	Definitions	Operations Manual	Chapter 4000 Business Operations	Management of Member Funds <ul style="list-style-type: none"> • 4004-A Definitions
1300 Management of Consumer Funds	1303	Consumer Funds System	Operations Manual	Chapter 4000 Business Operations	Management of Member Funds <ul style="list-style-type: none"> • 4004-B Member Funds System
1300 Management of Consumer Funds	1304	Policy	Operations Manual	Chapter 4000 Business Operations	Management of Member Funds <ul style="list-style-type: none"> • 4004-C Policy
1300 Management of Consumer Funds	1305	Responsibilities	Operations Manual	Chapter 4000 Business Operations	Management of Member Funds <ul style="list-style-type: none"> • 4004-D Responsibilities
1300 Management of Consumer Funds	1306	Safeguarding Consumer Funds	Operations Manual	Chapter 4000 Business Operations	Management of Member Funds <ul style="list-style-type: none"> • 4004-E Safeguarding Member Funds
1300 Management of Consumer Funds	1307	Consumer Funds Security	Operations Manual	Chapter 4000 Business Operations	Management of Member Funds <ul style="list-style-type: none"> • 4004-F Member Funds Security
1300 Management of Consumer Funds	1308	Dispersing Consumer Funds	Operations Manual	Chapter 4000 Business Operations	Management of Member Funds <ul style="list-style-type: none"> • 4004-G Dispersing Member Funds

1300 Management of Consumer Funds	1309	Consumer Funds – Provider Responsibilities	Operations Manual	Chapter 4000 Business Operations	Management of Member Funds <ul style="list-style-type: none"> • 4004-H Member Funds – Provider Responsibilities
1300 Management of Consumer Funds	1310	Ledgers Maintained by Providers	Operations Manual	Chapter 4000 Business Operations	Management of Member Funds <ul style="list-style-type: none"> • 4004-I Ledgers Maintained by Providers
1300 Management of Consumer Funds	1311	Bank reconciliation	Operations Manual	Chapter 4000 Business Operations	Management of Member Funds <ul style="list-style-type: none"> • 4004-J Bank Reconciliation
1300 Management of Consumer Funds	1312	Use of Consumer Funds	Operations Manual	Chapter 4000 Business Operations	Management of Member Funds <ul style="list-style-type: none"> • 4004-K Use of Member Funds
1300 Management of Consumer Funds	1313	Reviewing Consumer’s Accounts	Operations Manual	Chapter 4000 Business Operations	Management of Member Funds <ul style="list-style-type: none"> • 4004-L Reviewing Member’s Accounts
1300 Management of Consumer Funds	1314	Changes in a Consumer’s Status	Operations Manual	Chapter 4000 Business Operations	Management of Member Funds <ul style="list-style-type: none"> • 4004-M Changes in a Member’s Status
1300 Management of Consumer Funds	1315	Investing Consumer Funds	Operations Manual	Chapter 4000 Business Operations	Management of Member Funds <ul style="list-style-type: none"> • 4004-N Investing Member Funds
1300 Management of Consumer Funds	1316	Termination of a Consumer’s Account or Change in Representative Payee	Operations Manual	Chapter 4000 Business Operations	Management of Member Funds <ul style="list-style-type: none"> • 4004-O Termination Of A Consumer’s Account Or Change In Representative Payee
1600 Managing Inappropriate Behaviors	1600	Managing Inappropriate Behaviors	Behavior Supports		

1600 Managing Inappropriate Behaviors	1602	Managing Inappropriate Behaviors Definition and Applicability	Behavior Supports	Chapter 100 Definition and Applicability	100 Definition and Applicability
1600 Managing Inappropriate Behaviors	1603	Prohibitions	Behavior Supports	Chapter 200 Prohibitions	200 Prohibitions
1600 Managing Inappropriate Behaviors	1604	Violations	Behavior Supports	Chapter 300 Violations	300 Violations
1600 Managing Inappropriate Behaviors	1605	Program Review Committee	Behavior Supports	Chapter 400 Program Review Committee	400 Program Review Committee
1600 Managing Inappropriate Behaviors	1606	Individual Support Plan Team	Behavior Supports	Chapter 500 Individual Support Plan Team	500 Individual Support Plan Team
1600 Managing Inappropriate Behaviors	1606.2	Restitution	Behavior Supports	Chapter 600 Restitution	600 Restitution
1600 Managing Inappropriate Behaviors	1607	Behavior Modifying Medications	Behavior Supports	Chapter 700 Behavior Modifying Medications	700 Behavior Modifying Medications
1600 Managing Inappropriate Behaviors	1608	Monitoring Behavior Modifying Medications/Treatment Plans	Behavior Supports	Chapter 800 Monitoring Behavior Modifying Medications/Treatment Plans	800 Monitoring Behavior Modifying Medications/Treatment Plans
1600 Managing Inappropriate Behaviors	1609	Emergency Measures	Behavior Supports	Chapter 900 Emergency Measures	900 Emergency Measures

1600 Managing Inappropriate Behaviors	1610	Physical Management Techniques	Behavior Supports	Chapter 1000 Physical Management Techniques	1000 Physical Management Techniques
1700 Safety	1700	Fire Safety	Provider Manual	Chapter 36 Fire Safety	
1800 Records Management	1800	Records Management	Operations Manual	Chapter 6000 Administrative Operations	Records Retention
1800 Records Management	1801	Overview	Obsolete		
1800 Records Management	1802	Confidentiality	Operations Manual	Chapter 6000 Administrative Operations	Records Retention <ul style="list-style-type: none"> • 6001-A Confidentiality
1800 Records Management	1803	Release of Information	Operations Manual	Chapter 6000 Administrative Operations	Records Retention <ul style="list-style-type: none"> • 6001-B Release of Information
1800 Records Management	1804	Access to Personally Identifiable Information	Operations Manual	Chapter 6000 Administrative Operations	Records Retention <ul style="list-style-type: none"> • 6001-C Access to Personally Identifiable Information
1800 Records Management	1805	Lawful Disclosure of Confidential Information	Operations Manual	Chapter 6000 Administrative Operations	Records Retention <ul style="list-style-type: none"> • 6001-D Lawful Disclosure of Confidential Information
1800 Records Management	1806	Violations and Penalties	Operations Manual	Chapter 6000 Administrative Operations	Records Retention <ul style="list-style-type: none"> • 6001-E Violations and Penalties
1800 Records Management	1807	Case Records	Operations Manual	Chapter 6000 Administrative Operations	Records Retention <ul style="list-style-type: none"> • 6001-F Case Records
1800 Records Management	1808	Documentation Requirements	Operations Manual	Chapter 6000 Administrative Operations	Records Retention <ul style="list-style-type: none"> • 6001-G Documentation Requirements
1800 Records Management	1809	Record Storage and Security	Operations Manual	Chapter 6000 Administrative Operations	Records Retention <ul style="list-style-type: none"> • 6001-H Records Storage and Security
1800 Records Management	1810	Management and Maintenance of Records Related to the Medicaid Line of Business	Operations Manual	Chapter 6000 Administrative Operations	Records Retention <ul style="list-style-type: none"> • 6001-I Management and Maintenance of Records Related to the Medical Line of Business
1900 Guardianship and Representation	1900	Guardianship and Representation	Operations Manual	Chapter 1000 Member/Families	<ul style="list-style-type: none"> • 1005-C Authorized Representative for ALTCS Benefits

1900 Guardianship and Representation	1902	Guardianship and Representation	Operations Manual	Chapter 1000 Member/Families	<ul style="list-style-type: none"> 1005-A Guardianship and Conservatorship
1900 Guardianship and Representation	1903	Guardianship and Representation	Operations Manual	Chapter 1000 Member/Families	<ul style="list-style-type: none"> 1005-B Surrogate Parent
1900 Guardianship and Representation	1904	Guardianship and Representation	Operations Manual	Chapter 1000 Member/Families	<ul style="list-style-type: none"> 1005-D Representative Payee
2100 Incident Management	2100	Incident Management	Operations Manual	Chapter 6000 Administrative Operations	Incident Management
2100 Incident Management	2102	Definitions of Incidents and Serious Incidents	Operations Manual	Chapter 6000 Administrative Operations	Incident Management <ul style="list-style-type: none"> 6002-A Definitions of Incidents and Serious Incidents
2100 Incident Management	2103	Incident Management System (IMS) Definitions	Operations Manual	Chapter 6000 Administrative Operations	Incident Management <ul style="list-style-type: none"> 6002-B Incident Management System Definitions
2100 Incident Management	2104	Reporting Requirements	Operations Manual	Chapter 6000 Administrative Operations	Incident Management <ul style="list-style-type: none"> 6002-C Reporting Requirements
2100 Incident Management	2105	Members at Risk if Missing	Operations Manual	Chapter 6000 Administrative Operations	Incident Management <ul style="list-style-type: none"> 6002-D Members at Risk if Missing
2100 Incident Management	2106	Incident Reports	Operations Manual	Chapter 6000 Administrative Operations	Incident Management <ul style="list-style-type: none"> 6002-E Incident Reports
2100 Incident Management	2107	Fact Finding	Operations Manual	Chapter 6000 Administrative Operations	Incident Management <ul style="list-style-type: none"> 6002-F Fact Finding
2100 Incident Management	2108	Abuse and Neglect	Operations Manual	Chapter 6000 Administrative Operations	Incident Management <ul style="list-style-type: none"> 6002-G Abuse and Neglect
2100 Incident Management	2109	Referral to Other Investigative Agencies	Operations Manual	Chapter 6000 Administrative Operations	Incident Management <ul style="list-style-type: none"> 6002-H Referral to Other Investigative Agencies
2100 Incident Management	2110	Incident Closure and Corrective Action	Operations Manual	Chapter 6000 Administrative Operations	Incident Management <ul style="list-style-type: none"> 6002-I Incident Closure and Corrective Action

2100 Incident Management	2111	Trending For Quality Improvement	Operations Manual	Chapter 6000 Administrative Operations	Incident Management <ul style="list-style-type: none"> • 6002-J Trending For Quality Improvements
2100 Incident Management	2112	Information Sharing	Operations Manual	Chapter 6000 Administrative Operations	Incident Management <ul style="list-style-type: none"> • 6002-K Information Sharing
2100 Incident Management	2113	Audits	Operations Manual	Chapter 6000 Administrative Operations	Incident Management <ul style="list-style-type: none"> • 6002-L Audits
2100 Incident Management	2114	Mortality Review Process	Operations Manual	Chapter 6000 Administrative Operations	Incident Management <ul style="list-style-type: none"> • 6002-M Mortality Review Process
2100 Incident Management	2115	Fraud and False Claims	Operations Manual	Chapter 6000 Administrative Operations	Incident Management <ul style="list-style-type: none"> • 6002-N Fraud and False Claims
2100 Incident Management	2116	Health Care Acquired Conditions (HCAC)	Operations Manual	Chapter 6000 Administrative Operations	Incident Management <ul style="list-style-type: none"> • 6002-O Health Care Acquired Conditions (HCAC)
2200 Grievance and Appeals process	2200	Grievance and Appeals	Operations Manual	Chapter 6000 Administrative Operations	Grievance Appeals
2200 Grievance and Appeals process	2202	Definition	Operations Manual	Chapter 6000 Administrative Operations	Grievance Appeals <ul style="list-style-type: none"> • 6003-A Definitions
2200 Grievance and Appeals process	2203	Informal Resolution/Grievance Process (Non-ALTCS)	Operations Manual	Chapter 6000 Administrative Operations	Grievance Appeals <ul style="list-style-type: none"> • 6003-B Informal Resolution/Grievance Process (Non-ALTCS)
2200 Grievance and Appeals process	2204	Appeal Process for Members Who Receive State Funded Services	Operations Manual	Chapter 6000 Administrative Operations	Grievance Appeals <ul style="list-style-type: none"> • 6003-C Appeal Process for Members Who Receive State Funded Services
2200 Grievance and Appeals process	2205	Notice of Intended Action (State Only)	Operations Manual	Chapter 6000 Administrative Operations	Grievance Appeals <ul style="list-style-type: none"> • 6003-D Notice of Intended Action (State Only)
2200 Grievance and Appeals process	2206	Administration Review Process (State Only)	Operations Manual	Chapter 6000 Administrative Operations	Grievance Appeals <ul style="list-style-type: none"> • 6003-E Administration Review Process (State Only)

2200 Grievance and Appeals process	2207	Fair Hearings and Appeals	Operations Manual	Chapter 6000 Administrative Operations	Grievance Appeals <ul style="list-style-type: none"> 6003-F Fair Hearings and Appeals
2200 Grievance and Appeals process	2208	ALTCS Grievance Process	Operations Manual	Chapter 6000 Administrative Operations	Grievance Appeals <ul style="list-style-type: none"> 6003-G ALTCS Grievance Process
2200 Grievance and Appeals process	2209	ALTCS Notice of Action	Operations Manual	Chapter 6000 Administrative Operations	Grievance Appeals <ul style="list-style-type: none"> 6003-H ALTCS Notice of Action
2200 Grievance and Appeals process	2210	ALTCS Appeal Process	Operations Manual	Chapter 6000 Administrative Operations	Grievance Appeals <ul style="list-style-type: none"> 6003-I ALTCS Appeal Process
2200 Grievance and Appeals process	2211	ALTCS Fair Hearing Process	Operations Manual	Chapter 6000 Administrative Operations	Grievance Appeals <ul style="list-style-type: none"> 6003-J ALTCS Fair Hearing Process
2200 Grievance and Appeals process	2200	Claim Disputes	Operations Manual	Chapter 6000 Administrative Operations	Grievance Appeals <ul style="list-style-type: none"> 6003-K Claim Disputes
2200 Grievance and Appeals process	2200	Contact with Attorneys or Their Staff	Operations Manual	Chapter 6000 Administrative Operations	Grievance Appeals <ul style="list-style-type: none"> 6003-L Contact with Attorneys or Their Staff
2200 Grievance and Appeals process	2200	Conducting All Meetings	Operations Manual	Chapter 6000 Administrative Operations	Grievance and Appeals <ul style="list-style-type: none"> 6003-M Conducting All Meetings
2300 Program Oversight	2300	Program Oversight	Operations Manual	Chapter 6000 Administrative Operations	Program Oversight <ul style="list-style-type: none"> 6004-A Quality Management
2300 Program Oversight	2302	Quality Management	Operations Manual	Chapter 6000 Administrative Operations	Program Oversight <ul style="list-style-type: none"> 6004-A Quality Management
2300 Program Oversight	2303	Internal Oversight	Operations Manual	Chapter 6000 Administrative Operations	Program Oversight <ul style="list-style-type: none"> 6004-B Internal Oversight

2300 Program Oversight	2304	External Oversight	Operations Manual	Chapter 6000 Administrative Operations	Program Oversight <ul style="list-style-type: none"> • 6004-C External Oversight
2300 Program Oversight	2305	Division Oversight Findings	Operations Manual	Chapter 6000 Administrative Operations	Program Oversight <ul style="list-style-type: none"> • 6004-D Division Oversight Findings
Appendix	Appendix A	Attendant Care Supervision Requirements – Age 17 and under	Medical Policy Manual	Chapter 1200 Services and Settings	<ul style="list-style-type: none"> • 1240-A Exhibit 1240A-1 Attendant Care Supervision Requirements – Age 17 and under
Appendix	Appendix B	Attendant Care Supervision Requirements – Age 18 and above	Medical Policy Manual	Chapter 1200 Services and Settings	<ul style="list-style-type: none"> • 1240-A Exhibit 1240A-2 Attendant Care Supervision Requirements – Age 18 and above
Appendix	Appendix C	Attendant Care Supervision Documentation Requirements	Medical Policy Manual	Chapter 1200 Services and Settings	<ul style="list-style-type: none"> • 1240-A Exhibit 1240A-3 Attendant Care Supervision Documentation Requirements
Appendix	Appendix D	Skilled Nursing Matrix	Medical Policy Manual	Chapter 1200 Services and Settings	<ul style="list-style-type: none"> • 1240-G Exhibit 1240G-1