

ARIZONA DEPARTMENT OF HEALTH SERVICES
 DIVISION OF BEHAVIORAL HEALTH SERVICES
 DIVISION DOCUMENT REVISION NOTICE

The Arizona Department of Health Services/Division of Behavioral Health Services has revised the below referenced document(s), indicated by BOLD print and the symbol [X]. The attached matrix includes a detailed description of the changes impacting the selected document(s). The revised document(s) will be posted to the ADHS/DBHS website on or around the effective date. Please direct any questions regarding this Division document revision notice to Margaret Russell at (602) 364-4658 or via electronic mail at russelm@azdhs.gov.

DIVISION DOCUMENT	ADHS/DBHS PROVIDER MANUAL	ADHS/DBHS POLICY AND PROCEDURES MANUAL	ADHS/DBHS PROGRAM SUPPORT PROCEDURES MANUAL	ADHS/DBHS COVERED BEHAVIORAL HEALTH SERVICES GUIDE
REVISION [X]		[X]		
DIVISION DOCUMENT	CLIENT INFORMATION SYSTEM (CIS) FILE LAYOUT AND SPECIFICATIONS MANUAL	OFFICE OF GRIEVANCE AND APPEALS DATABASE MANUAL	ADHS ACCOUNTING AND AUDITING PROCEDURES MANUAL	FINANCIAL REPORTING GUIDE FOR REGIONAL BEHAVIORAL HEALTH AUTHORITIES
REVISION [X]				
DIVISION DOCUMENT	ADHS/DBHS QUALITY MANAGEMENT/UTILIZATION MANAGEMENT PLAN	ADHS/DBHS PREVENTION FRAMEWORK FOR BEHAVIORAL HEALTH	AHCCCS MEDICAL POLICY MANUAL-CHAPTERS 900 AND 1000	ADHS/DBHS STRATEGIC PLAN
REVISION [X]				
DIVISION DOCUMENT	ADHS/DBHS CULTURAL COMPETENCE PLAN	ADHS/DBHS CLINICAL GUIDANCE DOCUMENTS	TITLE XIX CHILDREN'S BEHAVIORAL HEALTH ANNUAL ACTION PLAN	
REVISION [X]				

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ADHS/DBHS POLICY AND PROCEDURES MANUAL SECTION GA 3.3, ADHS/DBHS DOCUMENT TITLE XIX/XXI NOTICE AND APPEAL REQUIREMENTS

Policy #	TITLE	DESCRIPTION OF CHANGE	Last Revision Effective Date
GA 3.3 Title XIX/XXI Notice and Appeal Requirements	GA 3.3 C. Policy	Added: "Appeals of decisions for Title XIX/XXI persons not falling within the scope of this policy will be covered under ADHS/DBHS Policy and Procedure GA 3.5 Notice and Appeal Requirements (SMI and General)." Added: "Title XIX/XXI eligible persons who have been adversely affected by a PASRR determination in the context of either a preadmission screening or an annual resident review shall be provided notice and the opportunity to appeal by ADHS/DBHS."	October 1, 2006
GA 3.3 Title XIX/XXI Notice and Appeal Requirements	GA 3.3 D. References	Added: ADHS/DBHS Policy and Procedure GA 3.5, Notice and Appeal Requirements (SMI and General)	October 1, 2006
GA 3.3 Title XIX/XXI Notice and Appeal Requirements	GA 3.3 E. Definitions	Changed definition of "Action": Added: "...Title XIX/XXI covered services subject to prior authorization." Deleted: (g) – "For a Title XIX/XXI eligible person in a rural area." Changed definition of "Complaint": Added: "...the appeal of"..." Added definition for Limited Authorization Added definition for PASRR Added definition for Prior Authorization Deleted definition for Working Day	October 1, 2006
GA 3.3 Title XIX/XXI Notice and Appeal Requirements	GA 3.3 F. Procedures 1. c. Delivery of Notices	Deleted "Title XIX/XXI eligible persons" and added the words: "required party" to paragraph	October 1, 2006
GA 3.3 Title XIX/XXI Notice and Appeal Requirements	GA 3.3 F. Procedures 2. Notice Requirements, a. (2)	Added: "...and to Title XIX/XXI eligible persons who have been adversely affected by a PASRR determination in the context of either a preadmission screening or an annual resident review."	October 1, 2006
GA 3.3 Title XIX/XXI Notice and Appeal Requirements	GA 3.3 F. Procedures 2. Notice Requirements, d. (5)	Added: "ADHS/DBHS, the T/RBHA or T/RBHA provider may shorten the period of advance notice to two (2) days before the date of action for the termination of non-emergency inpatient services, as a result of the denial of a continued	October 1, 2006

ments		stay request.”	
GA 3.3 Title XIX/XXI Notice and Appeal Requirements	GA 3.3 F. Procedures 2. Notice Requirements, f.	Added: Notice of Action for PASRR Determinations – ADHS/DBHS shall send a Notice of Action no later than three (3) working days following a PASRR determination, in the context of either a preadmission screening or an annual resident review that adversely affects a Title XIX/XXI eligible person.	October 1, 2006
GA 3.3 Title XIX/XXI Notice and Appeal Requirements	GA 3.3 F. Procedures 3. Title XIX/XXI Appeals a.	Added:”that are subject to prior authorization” to end of first sentence.	October 1, 2006
GA 3.3 Title XIX/XXI Notice and Appeal Requirements	GA 3.3 F. Procedures 3. Title XIX/XXI Appeals b.	Added: “A Title XIX/XXI eligible person adversely affected by PASRR determination in the context of either a preadmission screening or an annual resident review may file an appeal under this policy.”	October 1, 2006
GA 3.3 Title XIX/XXI Notice and Appeal Requirements	GA 3.3 F. Procedures 3. Title XIX/XXI Appeals c. (2)	Added:”and appeals that relate to PASRR determination” in first sentence. Added:”and PASRR appeals” to end of second sentence.	October 1, 2006
GA 3.3 Title XIX/XXI Notice and Appeal Requirements	GA 3.3. Attachment A Notice of Action	Under How to Get Help with your Appeal: Added: “or request assistance of the Regional Human Rights Committee...” to the second sentence. Added: “You may also contact the State Protection and Advocacy System, the Arizona Center for Disability Law at 1-800-922-1447 in Tucson and 1-800-927-2260 in Phoenix.”	October 1, 2006
GA 3.3 Title XIX/XXI Notice and Appeal Requirements	GA 3.3 Attachment B Notice of Extension of Timeframe..	Added: “or request assistance of the Regional Human Rights Committee...” to the last second sentence in the last paragraph. Added: “You may also contact the State Protection and Advocacy System, the Arizona Center for Disability Law at 1-800-922-1447 in Tucson and 1-800-927-2260 in Phoenix” to the third sentence in the last paragraph.	October 1, 2006
ADHS/DBHS POLICY AND PROCEDURES MANUAL SECTION GA 3.5, ADHS/DBHS DOCUMENT NOTICE AND APPEAL REQUIREMENTS (SMI AND GENERAL)			
GA 3.5 Notice and Appeal Requirements (SMI and General)	GA 3.5 B. Scope	Added additional population: BH recipients who are TXIXI/XXI eligible, but not SMI, who are not covered under GA 3.3. TXIXI/XXI Notice and Appeal Requirements.	October 1, 2006
GA 3.5	GA 3.5	Added language to fourth bullet, after Appeals	October 1, 2006

Notice and Appeal Requirements (SMI and General)	C. Policy	of an action – “affecting services subject to prior authorization.”	
GA 3.5 Notice and Appeal Requirements (SMI and General)	GA 3.5 D. References	Added: Policy and Procedure MI 5.3	October 1, 2006
GA 3.5 Notice and Appeal Requirements (SMI and General)	GA 3.5 E. Definitions	Under definition for “Action”: added “For Title XIX/XXI covered services subject to prior authorization.” Deleted “For a TXIX/XXI eligible person in a rural area.”	October 1, 2006
GA 3.5 Notice and Appeal Requirements (SMI and General)	GA 3.5 E. Definitions	Added definition for Limited Authorization and PASRR	October 1, 2006
GA 3.5 Notice and Appeal Requirements (SMI and General)	GA 3.5 F. Procedures 3. c. 1.	Changed the number of days notice must be sent from two to three.	October 1, 2006
GA 3.5 Notice and Appeal Requirements (SMI and General)	GA 3.5 F. Procedures 3. c. 4.	Added language: “Title XIX/XXI service that does not require prior authorization or is a” service “funded through” non-TXIX “funds”	October 1, 2006
GA 3.5 Notice and Appeal Requirements (SMI and General)	GA 3.5 F. Procedures 3. c. 6.	Added: “A PASRR determination, in the context of either a preadmission screening or an annual resident review, which adversely affects the person.”	October 1, 2006
GA 3.5 Notice and Appeal Requirements (SMI and General)	GA 3.5 F. Procedures 4.	Added: Notices for “Non-SMI recipients for decisions covered under this policy” and Notice is not required to persons who are not eligible for SMI services “for service decisions that are covered under this policy.”	October 1, 2006

GA 3.5 Notice and Appeal Require- ments (SMI and General)	GA 3.5 F. Procedures 5. Appeal Requirements a. (2)	Added: "...and appeals that related to PASRR determinations" and "PASRR appeals."	October 1, 2006
GA 3.5 Notice and Appeal Require- ments (SMI and General)	GA 3.5 F. Procedures 10. c. (15)	Added: "A PASRR determination in the context of either a preadmission screening or an annual resident review, which adversely affects the person."	October 1, 2006
GA 3.5 Notice and Appeal Require- ments (SMI and General)	GA 3.5 F. Procedures 16. Expedited Appeals a. (2)	Added: "a denial"	October 1, 2006
GA 3.5 Notice and Appeal Require- ments (SMI and General)	GA 3.5 F. Procedure 20. General Appeals	Changed title of this subsection – adding the word "General" and deleting "Non-SMI Title XIX/XXI Member"	October 1, 2006
GA 3.5 Notice and Appeal Require- ments (SMI and General)	GA 3.5 F. Procedure 20. General Appeals a.	Added: "...that fall outside those covered under ADHS/DBHS Policy and Procedure GA 3.3, Title XIX/XXI Notice and Appeal Requirements and the Appeal Process for Persons with a Serious Mental Illness under F.10 of this policy."	October 1, 2006
GA 3.5 Notice and Appeal Require- ments (SMI and General)	Attachment B Notice of Decision and Right to Appeal	Added contact information for Arizona Center for Disability Law.	October 1, 2006
ADHS/DBHS POLICY AND PROCEDURES MANUAL SECTION GA 3.7, ADHS/DBHS DOCUMENT REVIEW OF DEATHS OF ALL BEHAVIORAL HEALTH RECIPIENTS			
GA 3.7 Review of Deaths of All Behavioral Health Recipients	GA 3.7 Title	Deleted "Reporting" and "Children and Persons determined to have a Serious Mental Illness". Added "All behavioral health recipients"	October 1, 2006
GA 3.7 Review of Deaths of All Behavioral	GA 3.7 A. Purpose	Deleted: "report" and "enrolled children and persons determined to have a serious mental illness" Added: "all behavioral health recipients" and	October 1, 2006

Behavioral Health Recipients		"report findings.."	
GA 3.7 Review of Deaths of All Behavioral Health Recipients	GA 3.7 C. Policy	Deleted "enrolled children and persons determined to have a serious mental illness" Added: "Behavioral Health recipients" and "operate" and "Operations, Office of Medical Management"	October 1, 2006
GA 3.7 Review of Deaths of All Behavioral Health Recipients	GA 3.7 C. Policy	Deleted: "Those deaths involving suicide, homicide, drug overdose, exposure, accident or unexpected or unusual medical causes shall be referred by ADHS/DBHS Bureau of Quality Management and Evaluation to the ADHS/DBHS Mortality and Morbidity Committee for further review." Added: "All deaths are reviewed by the ADHS/DBHS Medical Director or designee and selected cases are referred to the ADHS/DBHS Morbidity and Mortality Committee for further review and potential action, in accordance with ADHS/DBHS' established quality assurance process".	October 1, 2006
GA 3.7 Review of Deaths of All Behavioral Health Recipients	GA 3.7 D. References	Added references	October 1, 2006
GA 3.7 Review of Deaths of All Behavioral Health Recipients	GA 3.7 Definitions	Added: Behavioral Health Recipient, Exploitation, Neglect, Peer Review.	October 1, 2006
GA 3.7 Review of Deaths of All Behavioral Health Recipients	GA 3.7 F. Procedures 1.	Added: "all behavioral health recipients using the Mortality Review Form contained in Performance Improvement Specification Manual No. 10." and "T/RBHAs may permit subcontracted providers to prepare and submit a written summary of their review of deaths for adult Non-SMI behavioral health recipients using the Mortality Review Form."	October 1, 2006
GA 3.7 Review of Deaths of All Behavioral Health Recipients;	GA 3.7 F. Procedures 2.	1. Added: "suspected abuse/neglect" and "Section of the Mortality Review Form, regardless of whether the behavioral health recipient is a child, adult with a Serious Mental Illness or adult without a Serious Mental Illness."	October 1, 2006

GA 3.7 Review of Deaths of All Behavioral Health Recipients	GA 3.7 F. Procedures 3. a.	Added: T/RBHAs shall (1) Ensure that the Mortality Review Form is complete and accurate; (2) Ensure that clinical/medical review is conducted as indicated for the Mortality Review Form; and (3) Ensure that formal investigative for Peer Review are initiated when approved as determined by T/RBHA Medical Director or as requested by the ADHS/DBHS Medical Director."	October 1, 2006
GA 3.7 Review of Deaths of All Behavioral Health Recipients	GA 3.7 F. Procedures 3. b.	Deleted: "...if no addendum is required, of the T/RBHA. For reports in which an addendum is required, the Medical Director's review and signature may be completed following completion of the addendum; and.." Added: "Reviewed and signed by the T/RBHA" and "It is the expectation that the T/RBHA Medical Director, or designee will confirm, based upon the particular situation of the consumer, that all necessary information has been reviewed. More specifically, each case should be assessed to determine if appropriate behavioral health services have been offered or provided based upon the clinical presentation of the behavioral health recipient. When indicated, case-specific follow-up actions or formal corrective action plans (if trends are suspected) must be outlined.	October 1, 2006
GA 3.7 Review of Deaths of All Behavioral Health Recipients	GA 3.7 F. Procedures 3. c.	Deleted: "per established timeframes. and Evaluation no later than 40 calendar days following receipt by the T/RBHA of an Incident, Accident, or Death report completed pursuant to ADHS/DBHS Policy QM 2.5, Reports of Incidents, Accidents and Deaths." Added: "...and Operations, Office of Medical Management no later than 60 calendar days following receipt by the T/RBHA of the Incident/Accident/Deaths Report Form PM 7.4.1 completed pursuant to ADHS/DBHS Policy QM 2.5, Reports of Incidents, Accidents and Deaths	October 1, 2006
GA 3.7 Review of Deaths of All Behavioral Health	GA 3.7 F. Procedures 4.	Deleted: ". . .or other applicable protection and advocacy organizations" Added: :... Review Form, including the Mortality Review Addendum Section when applicable	October 1, 2006

Recipients		Review Addendum Section when applicable	
GA 3.7 Review of Deaths of All Behavioral Health Recipients	GA 3.7 F. Procedures 4. a.	Added: "the Mortality . ." and "all"	October 1, 2006
GA 3.7 Review of Deaths of All Behavioral Health Recipients	GA 3.7 F. Procedures 5.	Added: " ...and Operations, Office Of Medical Management."	October 1, 2006
GA 3.7 Review of Deaths of All Behavioral Health Recipients	GA 3.7 F. Procedures 5. a. (2)	Added: "...and Operations, Office Of Medical Management." and "in writing . ."	October 1, 2006
GA 3.7 Review of Deaths of All Behavioral Health recipients	GA 3.7 F. Procedures 5. b.	Added: "Review all mortality cases with the ADHS/DBHS Medical Director or designee to determine if the case can be closed or if it should be forwarded to the ADHS/DBHS Morbidity and Mortality Committee for further review and action."	October 1, 2006
GA 3.7 Review of Deaths of All Behavioral Health recipients	GA 3.7 F. Procedures 5. c.	Deleted: "Upon completion of the review in E(6)(a) above, refer all cases wherein a Mortality Review Addendum was required to be completed to the ADHS/DBHS Mortality and Morbidity Committee for further review" Added: "Present selected mortality cases to the ADHS/DBHS Morbidity and Mortality Committee for final review and recommended action."	October 1, 2006
GA 3.7 Review of Deaths of All Behavioral Health recipients	GA 3.7 F. Procedures 6.	Added: "The following information and records obtained or produced in the course of this established quality assurance process shall be held by ADHS/DBHS as confidential and shall not be disclosed as public record or produced in response to a subpoena or other legal order unless otherwise required by law: a. All information and records provided by the T/RBHA as described in F.1, 2 and 3 above; and b. All information and records considered for	October 1, 2006

		purposes of, and records of the actions and proceedings produced during the course of the process described in F.6 of this policy.”	
GA 3.7 Review of Deaths of All Behavioral Health recipients	GA 3.7 Mortality Review Form	The new revised Mortality Review Form with Addendum can be accessed in the Performance Improvement Specification Manual, No. 10	October 1, 2006
ADHS/DBHS POLICY AND PROCEDURES MANUAL SECTION QM 2.3, ADHS/DBHS DOCUMENT CONSUMER SURVEYS			
QM 2.3	Throughout QM 2.3	Deleted: biennially Inserted: annually	October 1, 2006
QM 2.3 E. Procedures	1. Mental Health Statistics Improvement Program (MHSIP) Statewide Consumer Survey, d. 4.	Deleted: “cover letter” Inserted: “other relevant material”	October 1, 2006
QM 2.3 E. Procedures	1. Mental Health Statistics Improvement Program (MHSIP) Statewide Consumer Survey, d. 15.	Deleted: “biennially, by October 31. during the year in which the annual biennial survey is administered” Inserted: “per the AHCCCS contract”	October 1, 2006

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ADHS/DBHS POLICY AND PROCEDURES MANUAL SECTION 5.1, ADHS/DBHS DOCUMENT DEVELOPMENT, MAINTENANCE AND DISSEMINATION

Policy #	TITLE	DESCRIPTION OF CHANGE	Last Revision Effective Date
GA 3.2, Contractor and Provider Claims Disputes	GA 3.2.D References	References have been updated.	October 1, 2006
GA 3.2, Contractor and Provider Claims Disputes	GA 3.2.E Definitions	The definition of Claim Dispute has been revised to remove the word "reinsurance".	October 1, 2006
GA 3.2, Contractor and Provider Claims Disputes	GA 3.2.G.4.c Claim Disputes of ADHS/DBHS or Tribal RBHA Decisions	Subsections G.4.c (6) and (7) are new. The Notice of Decision issued by the Deputy Director of ADHS/DBHS shall include the requirement that if the claims dispute is upheld, that the contractor shall reprocess and pay the claim(s) in a manner consistent with the Decision within 15 business days of the date of the Decision (subsection 6), and shall include the requirement that if the Contractor's Decision regarding a claim dispute is reversed through the appeal process, the contractor shall reprocess and pay the claim(s) in a manner consistent with the Decision within 15 business days of the date of the Decision (subsection 7).	October 1, 2006
GA 3.2, Contractor and Provider Claims Disputes	GA 3.2.G.5.c Claim disputes of RBHA Decisions	Subsections G.5.c (6) and (7) are new. The Notice of Decision issued by the director of the RBHA shall include the requirement that if the claim dispute is upheld, that the Contractor shall reprocess and pay the claim(s) in a manner consistent with the Decision within 15 business days of the date of the Decision (subsection 6), and shall include the requirement that if the Contractor's Decision regarding a claim dispute is reversed through the appeal process, the contractor shall reprocess and pay the claim(s) in a manner consistent with the Decision within 15 business days of the date of the Decision (subsection 7).	October 1, 2006
GA 3.2, Contractor and Provider Claims Disputes	GA 3.2.G.6 Extension of time	This section has been revised to read, "The time to issue a decision under G.4.c or G.5.c of this policy may be extended with the consent of the parties. Documentation of the extension of time must be maintained in the claim dispute case record."	October 1, 2006
GA 3.2, Contractor and Provider	GA 3.2.G.7.d Requests for Administrative Hearing	Subsection d has been added to read, "ADHS/DBHS Office of Grievance and Appeals shall accept a written request for withdrawal from the filing party if the request is received	October 1, 2006

Claims Disputes		prior to ADHS scheduling and mailing the Notice of Hearing. Otherwise, a filing party who wishes to withdraw must send a written request (motion) for withdrawal to the Office of Administrative Hearings consistent with Arizona Administrative Code R2-10-108(A)(3)."	
GA 3.2, Contractor and Provider Claims Disputes	GA 3.2.G.9 Detecting Fraud and Abuse	This section has been revised to read, "RBHAs are required to track, trend and analyze claim disputes for purposes of detecting fraud and abuse. Any suspected fraud and abuse detected must be reported consistent with the requirements in ADHS/DBHS Provider Manual Section 7.1, Fraud and Abuse Reporting."	October 1, 2006
GA 3.2, Contractor and Provider Claims Disputes	GA 3.2 Attachment A	Attachment A has been updated to reflect current RBHA codes for docket numbers.	October 1, 2006