

**CENPATICO PROVIDER MANUAL  
SUMMARY OF CHANGES BY SECTION  
November 1, 2016 EDITION**

Several specific program requirements were removed from the manual and some sections were moved, therefore, some of the Section numbering has changed.

**Section 2 – Covered Services and Related Program Requirements**

- 2.1 Covered Behavioral Health Services Based on Eligibility
- 2.5 EPSDT for Adults with SMI 18, 19 & 20 Years of Age
- 2.6 Dental Services for Tittle XIX/XX Adults with SMI

**Section 3 – Behavioral Health Network Provider Service Delivery Requirements**

- 3.1 Eligibility Screening for AHCCCS
- 3.2 Appointment standards and Timeliness of Services
- 3.4 Outreach, Engagement, Re-Engagement, and Ending an Episode of Care.
- 3.5 Assessment and Service Planning
- 3.6 SMI Eligibility
- 3.7 General and Informed Consent to Treatment
- 3.10 Special Populations
- 3.11 Special Assistance for Persons Determined to Have a Serious Mental Illness
- 3.13 Out-of-State Placements for Children and Young Adults
- 3.14 Discharged Planning
- 3.17 Intake and Coordination of Care Agency (ICC Agency) Requirements
- 3.19 Specialty Provider Requirements
- 3.20 Requirements for Service Delivery on the Tohono O’Odham Nation

**Section 4 – Behavioral Health Provider Coordination of Care Requirements**

- 4.1 Transition of Persons
- 4.2 Inter-RBHA Coordination of Care
- 4.3 Coordination of Care with AHCCCS Health Plans, Primary Care Providers and Medicare Providers
- 4.4 Coordination of Care with Other Governmental Entities
- 4.5 Partnerships with Families and Family-Run Organizations in the Children’s BH System

**Section 6 – Specific Behavioral Health Provider Programs**

- 6.1 Urgent Engagement (UE) Program Requirements
- 6.2 72-Hour Rapid Response Requirements
- 6.3 Behavioral Health Supportive Home Program Requirements
- 6.4 Birth To Five Provider Program Requirements
- 6.6 Consumer Operated Provider Program Requirements
- 6.7 Crisis Line Provider Program Requirements
- 6.12 Home Care Training to Home Care Client (HCTC) Services to Children
- 6.13 Substance Use Disorder Treatment Requirements
- 6.17 ACT (Assertive Community Treatment)
- 6.18 Agencies Contracted to Employ Engagement Specialists

**Section 7 – Credentialing and Re-Credentialing Requirements**

## 7.2 To Whom this Applies

### **Section 9 – Quality Management Requirements**

9.1 Advanced Directives

9.2 Medical Records Standards

### **Section 11 – Training and Peer Support Supervision Requirements**

11.1 Training Requirements

### **Section 14 – Cenpatico Integrated Care Member Handbook**

14.2 Distribution

### **Section 15 – Disputes, Grievance System and Member Rights**

15.1 Notice Requirements and Appeal Process for Title XIX/XXI Eligible Persons

15.2 Compliant Resolution

15.3 Notice Requirements and Appeal Requirements (SMI and Non-SMI/Non-Title XIX)

15.4 Conduct of Investigations Concerning persons with Serious Mental Illness

15.5 Provider Claims Disputes

### **Section 16 – Deliverables**

#### ***Updated Deliverable Requirements:***

EC-301-4 Rapid Response report – Now due on the 7<sup>th</sup> rather than 15<sup>th</sup> of the month

EC-301-6 Acute Health Plan & Provider Inquiry Log and Detail – Now due 20<sup>th</sup> rather than 10<sup>th</sup>

EC-301-17 Secondary Responder Program Census Report – Now required for Old Pueblo

EC-323 Crisis Mobile Team Activity Log – Clarified due dates (20<sup>th</sup> day of the reporting month and the 5<sup>th</sup> day after month end)

FN-101 Quarterly Financial Statements – Only required for Block ICCA's (except CPR)

ND-601 Staffing Listing – Ad hoc as staff are added and removed.

OI-201 Child Dedicated Recovery Coach Inventory – not required for Crossroads Mission

OI-214 Required for AzCA & ICHD

OI-239 Work Adjustment Training Programs – No longer required for Focus and SEABHS

RF-1021 System of Care Practice Review (SOCPR) Improvement Plan – Only required for ICCA's that serve Children

#### ***New Deliverables:***

ND-602 Staffing Listing Attestation – Required for all BLOCK providers quarterly

RF-101 Weekly BIP Reporting – Required for CBI, Chalet House, Cope, CODAC, LFC, CPCC, Devereux, ICHD & Park Place

#### ***Terminated Deliverables:***

CA-806 Family Support Specialist Service Delivery Report

CA-904 Member and Family Involvement Plan

CO-108 Annual Evidenced Based Practice Descriptions

CO-111 Annual Training Plan Update

OI-202 Adult Dedicated Recovery Coach Inventory

OI-216 Monthly Success Stories

OI-236 MAT Census Report

***Updated Deliverable Templates:***

EC-301-17 Second Responder Program Census Report

ND-601 Staffing Listing

**Section 18 – Provider Manual Forms & Attachments**

**18.1 Forms**

***Updated***

PMF 3.5.7 Notice of Discrimination Prohibited

PMF 3.5.8 Notice of Legal Rights for Persons with Serious Mental Illness

PMF 9.9.1 Seclusion and Restraint Reporting

PMF 15.1.1 Notice of Action

PMF 15.1.2 Notice of Extension of Timeframe for Services Authorization

PMF 15.3.1 Notice of Decision and Right to Appeal

PMF 15.4.1 Appeal or Serious Mental Illness Form

***New***

None

***Removed***

None

**18.2 Attachments**

***Updated***

PMA 10.11.1 Comprehensive Drug List by Drug Name

PMA 10.11.2 Comprehensive Drug List by Drug Class

PMA 10.11.3 Behavioral Health Drug List by Drug Name

PMA 10.11.4 Behavioral Health Drug List by Drug Class

***New***

PMA 3.11.1 Special Assistance Guidance Document

PMA 3.17.1 Adult HNRC Guidance Document

PMA 3.17.2 Children’s HNRC Guidance Document

PMA 3.17.3 Transition to Adulthood Guidance Document

PMA 3.17.4 Parent Family Support Guidance Document

PMA 3.17.5 Peer Support Guidance Document

PMA 4.4.2 CCI Program Requirements

PMA 15.1.1 Legal Services Program

***Removed***

None