

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

References to RBHA were changed to RBHA/Health Plan throughout the Provider Manual.

Section 3 – Behavioral Health Network Provider Service Delivery Requirements

- 3.9 Pre-Petition Screening, Court-Ordered Evaluation, and Court-Ordered Treatment
 - 3.9.5 Court-Ordered Treatment Following Civil Proceedings Under A.R.S. Title 36
- 3.15 Cultural Competence
- 3.17 Intake and Coordination of Care Agency (ICC Agency) Requirements
 - 3.17.5.6 Employment Specialists
 - 3.17.6.1 Member and Family Involvement

Section 9 – Quality Management Requirements

- 9.3 Member Surveys
- 9.5 Evidenced Based Practices
- 9.9 Seclusion and Restraints

Section 15 – Disputes, Grievance System and Member Rights

- 15.2 Complaint Resolution
 - 15.2.1 Complaint Process General Requirements

Section 16 – Deliverables

Updated Deliverable Requirements:

EC-301-1 Emergency Room Wait Times Report: The due date has been changed from the 10th of the month to the 3rd of the month.

New Deliverables:

None

Terminated Deliverables:

None

Updated Deliverable Templates:

RF-1020 Language Proficiency Inventory (Deliverable Template and Instructions)

Section 18 – Provider Manual Forms & Attachments

18.1 Forms

Updated

None

New

None

Removed

PMF 7.1.1.e Direct Care Staff (Add/Change Form)

18.2 Attachments

Updated

PMA 3.11.1 Special Assistance Guidance Document

New

None

Removed

None