

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

Section 3 – Behavioral Health Network Provider Service Delivery Requirements

- 3.3.5 Referral to a Provider for a Second Opinion
- 3.6 SMI Eligibility Determination
- 3.9.4 Court-Ordered Treatment Following Civil Proceedings Under A.R.S. Title 36
- 3.17.5.6 Employment Specialists
- 3.17.5.13 Family Support Partners (NEW SECTION)
- 3.20 Requirements for Service Delivery on the Tohono O’Odham Nation (NEW SECTION)

Section 6 – Specific Behavioral Health Program Requirements

- 6.9.2 Crisis Mobile Team Provider
- 6.19 ACT (Assertive Community Treatment) (NEW SECTION)

Section 10 – Medical Management/Utilization Management Requirements

- 10.1.3 Securing Services with a Non-Contracted Outpatient Provider
- 10.1.15 Considerations for Denials now call Issuance of a Notice of Action
- 10.1.16 Further Considerations for Denials of Requested Services (NEW SECTION)
- 10.1.17 Required Documentation for Prior Authorization and Timeframes for Making a Decision
- 10.2 Technology

Section 15 – Disputes, Grievant System and Member Rights

- 15.1 Notice Requirements and Appeal Process for Title XIX/XXI Eligible Persons
 - 15.1.1 To Whom This Applies
 - 15.1.2 Additional Information
 - 15.1.3.1 Language and Format Requirements
 - 15.1.3.2 Computation of Time
 - 15.1.3.3 Prohibition of Punitive Action
 - 15.1.4 Notice of Action Requirements
 - 15.1.4.2 Communication of the Notice of Action
 - 15.1.4.3 Delivery of Notice of Action
 - 15.1.5 Notice of Acton Timeframes
 - 15.1.7.3 Timeframe for filing an appeal
 - 15.1.7.14 Requesting a State Fair Hearing
 - 15.1.7.15 What assistance must be provided to Title XIX/XXI eligible persons....
- 15.3.2.1 Additional Notices
- 15.3.4.3 Timeframes for Appeals
- 15.4.4.1 Timeliness and Method for Filing Grievances
- 15.5.1 Prior to Filing an Initial Claim Dispute
 - 15.5.2.1 Computation of Time
 - 15.5.3.1 ADHS/DBHS Decision

Section 16 – Deliverables

Eliminated Deliverables:

None

New Deliverables:

OI-217 Tohono O’Odham Nation Quarterly Report Form – Providers required to submit: ACTs, I-Hop, Intermountain, Pasadera, Horizons Health & Wellness – due 5th calendar day after quarter end

Updated Deliverables:

CA-806 CIC Family Support Partner Service Delivery Report
CA-904 Annual Member and Family Involvement Plan Template
EC-302 COT Title 36 Reporting (Due 2nd calendar day to include portal entries, COT Section and required documentation)
EC-304 Prevention Monthly Report
EC-306 Prevention Program Description-Logic Model
EC-313 Detailed Prevention Implementation Plan
EC-314 HIV Monthly Report
EC-322 Scorecard (Now due 29th rather than 20th calendar day of the month)
EC-323 Crisis Mobile Team Activity Log (Due 15th calendar day & LAST day of month)
OI-230 CCCT Program Report
RF-1005 Incidents, Accidents & Death Reporting (portal address updated)

Section 18 – Provider Manual Forms & Attachments

New Forms:

10.1.4 Request for Complex Needs or 1:1 for Members in BHRF or HCTC Placement
10.1.7 Notice of Admission to BHRF or HCTC (Non BIP/AIC)

Eliminated Forms:

3.5.1 Notice of Action moved to 15.1.1
3.5.2 Notice of Decision and Right to Appeal as this is duplicative of 15.3.1
10.1.4 Request for Out of Network Outpatient Services) as this is duplicative of PMF 3.17.7
10.1.6 Request for Out of Home Admission (Child) as this is duplicative of PMF 3.17.5
10.1.7 Request for Out of Home Admission (Adult) as this is duplicative of PMF 3.17.2
10.11.3 Pharmacy medication Authorization Determination (as this is for internal use only)
10.11.4 Formulary Request (as this is for internal use only)
10.11.5 Additional Information (as this is for internal use only)
10.11.6 Specialty Drug Prior Authorization Form as this was duplicative of 10.11.2
15.5.1 T/RHBHA Codes for Docket Numbers
15.5.2 Provider Claims Disputes Contact List
15.5.3 Process for Provider Claims Disputes

Updated Forms:

15.1.1 Notice of Extension of Timeframe for Service Authorization Decision Regarding Title XIX/XXI Services renumbered to 15.1.2

New Attachments:

None

Updated Attachments

None