

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

In the process of updating the Cenpatico Provider Manual to reflect AHCCCS contract. All references to ADHS/DBHS have been replaced with AHCCCS as appropriate. As AHCCCS updates their website with ADHS/DBHS Guides/Manual/Policies the references and links in the Cenpatico Provider Manual will also be updated.

Section 2 – Covered Services and Related Program Requirements

- 2.1.2 Covered Behavioral Health Services Table
- 2.1.5 Support Funds (formally known as “Flex Funds”)
- 2.4.4 Prior Authorization Requirements for Sterilization and Pregnancy Termination

Section 3 – Behavioral Health Network Provider Service Delivery Requirements

- 3.8 Psychotropic Medication: Prescribing and Monitoring
- 3.9.4 Court-Ordered Treatment Following Civil-Proceedings Under A.R.S. Title 36
- 3.9.5.1 COT Tracking
- 3.9.5.1 Transfer from One Provider to Another (removed)
- 3,6,5,22 Discharge Planners/Hospital Liaison Role Definition and Responsibilities
- 3.17.2.4 Transportation
- 3.17.5.22 Discharge Planners/Hospital Liaison Role Definitions
- 3.17.13.1 Discharged Plans/Outpatient Follow Up

Section 10 – Medical Management/Utilization Management Requirements

- 10.1.3 Securing Services with a Non-Contracted Outpatient Provider
- 10.1.17 Required Documentation for Prior Authorization/Continued Stay and Timeframe fro Make a Decision
- 10.11.9 Cenpatico Integrated Care’s Drug Lists
- 10.11.10 Prior Authorization

Section 15 – Disputes, Grievance System and Member Rights

- 15.5.2.1 Computation of Time

Section 16 – Updated Deliverable Templates

- CO-109 Documentation Conformance Plan
- EC-301-1 Emergency Room Wait Times Report (now due 10th calendar day of month)
- EC-301-21 Police Calls via Radio Dispatch (removed)
- EC-301-24 Cenpatico Care Event Portal Report (New deliverable NW)
- EC-302 COT Title 36 Reporting (see Section 16 for detail of change)
- EC-320 Urgent Transportation Report (added I-HOPE as required provider)
- EC-323 CMT Master Load – Bi-Monthly
- EC-325 Living Room Center Admission Report (New deliverable for CHA)
- FN-403 Non-Title Funding Expenditure Report

GA-801 NOA Log (see Section 16 for detail of change)
GA-802 NOA with Supporting Documentation (removed)
IT-702 7-Day Access to Care Required Elements (no longer required for CPR)
OI-215 Health Homes Development Strategic Work Plan (See Section 16 for detail)
OI-236 MAT Census Report (New deliverable)

Removed requirements for several deliverables for CPR & Pasadera (see Section 16)

Section 18 – Provider Manual Forms & Attachments

Attachments

Updated

PMA 4.3.1 AHCCCS Contracted Health Plans
PMA 10.11.15 Vivitrol Prior Authorization Criteria

New

PMA 10.1.6 Authorization Criteria for Behavioral Health Inpatient Residential Facilities
PMA 10.1.7 Medical Management Forms Matrix

Forms

Updated

PMF 3.3.2 Specialty Provider Referral Checklist
PMF 3.3.3 Specialty Provider Monthly Summary
PMF 9.11.4 Corrective Action Plan
PMF 10.1.1 Certification of Need
PMF 10.1.2 Recertification of Need
PMF 10.1.3 Out-of-Home Admission Notice BIP, AIC, HCTC, BHTH
PMF 10.1.8 Out-of-Home Concurrent Review Form
PMF 10.1.10 Discharge Plan
PMF 10.1.11 Request for Expedited Authorization

New

PMF 10.6 Request for Out-of-Home Admission
PMF 10.1.14 Intensive Staff
PMF 10.1.15 Out-of-Network Request

Removed

PMF 3.17.2 Request for Out-of-Home Placement Adult
PMF 3.17.3 Request for Out-of-Home Placement Child/Adolescent
PMF 3.17.6 Out of Home Concurrent Review Form
PMF 3.17.7 Request for Out-of-Network Concurrent Review Form
PMF 3.17.8 Out-of-Network Concurrent Review Form

PMF 3.17.9 Notice of Priority Population BHRF Admission (for Substance Abuse Treatment Only)
PMF 10.1.4 Request for Complex Needs or 1:1 for Members in BHRP or HCTC Placement
PMF 10.1.5 Out-of-Network Outpatient Concurrent Review
PMF 10.1.7 Notice of Admission to BHRF or HCTC (non BIP/AIC)
PMF 10.1.15 Integration Performance Measures Outreach Monitoring Tool (replaced with Deliverable EC-324 in December 2015) new name of form is PMF 10.1.15 Out-of-Network Request