

Cenpatico Integrated Care Provider Manual Summary of Changes for July 1, 2017 Edition

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- 1.3 Provider Services
- 1.5 Cenpatico Organizational Structure

SECTION 2 – COVERED SERVICES AND RELATED PROGRAM REQUIREMENTS

- 2.1.1 Eligibility Requirements

SECTION 3 – BEHAVIORAL HEALTH NETWORK PROVIDER SERVICE DELIVERY REQUIREMENTS

- 3.4.3.2 Follow-Up After Significant and/or Critical Events
- 3.5.2.4 Appeals or Service Plan Disagreements
- 3.11.3 Screening for Special Assistance
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- 3.15.3 Organizational Supports for Cultural and Linguistic Need
- 3.14.4 Communication and Language Assistance
- 3.15.7.2 Individual Service Plan (ISP) and Inpatient Treatment and Discharge Plan (ITDP)
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SECTION 4 – BEHAVIORAL HEALTH PROVIDER COORDINATION OF CARE REQUIREMENTS

- 4.2.5 Complaint Resolution
- 4.2.5.1 Procedure for Non-Emergency Disputes
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SECTION 9 – QUALITY MANAGEMENT REQUIREMENTS

- 9.1.3 Information Regarding Advance Directives
- 9.4.2 General Information about PIPs
- 9.6.1 Procedures for Cenpatico Integrated Care Peer Review
- 9.7.1 Documentation Related to quality of Care Concerns
- 9.7.3 Tracking/Trending of Quality of Care Issues
- 9.10.2 Reporting Incidents, Accidents and Deaths to Cenpatico IC

SECTION 10 – MEDICAL MANAGEMENT/UTILIZATION MANAGEMENT REQUIREMENTS

- 10.1.14 Issuance of a Notice of Action

SECTION 11 – TRAINING AND PEER SUPPORT SUPERVISION REQUIREMENTS

- 11.1.3.1 Basic Core Training (All RBHA/Health Plan and Contracted Provider Staff)
- 11.2 Peer Support/Recovery Support Training, Certification and Supervision Requirements
- 11.2.3 Peer Support Specialist/Recovery Support Specialist Qualifications
- 11.2.4 Peer Support Employment Training Program Approval Process
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- 11.3.2.2 Adult System
- 11.3.3 Parent/Family Support Provider Training Program Approval Process
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SECTION 12 – COMPLIANCE

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- 12.6.4.22 Disclosure to the Arizona Center for Disability Law

SECTION 15 – GRIEVANCE AND APPEAL SYSTEM

- 15.1 Member and Provider Grievances
- 15.1.1 Cenpatico IC Grievance Resolution Process
- 15.2 Grievances and Investigations Concerning Persons with SMI
- 15.3 Notice Requirements and Appeal Process for Title XIX/XXI Eligible Persons
- 15.3.1 Notice of Action Requirements
- 15.3.2 Timing of NOA
- 15.3.2.2 Provider Notice Responsibility (Removed)
- 15.3.3 Title XIX/XXI Appeal and State Fair Hearing Process
- 15.3.4 Responsibility for Processing Appeals
- 15.3.4.1 Types of Appeal (Removed)
- 15.3.6 Timeframe for Filing an Appeal
- 15.3.7 Standard and Burden of Proof
- 15.3.9 Timeframe for Resolution of a Standard Appeal
- 15.3.10 Extension of Standard Appeal Resolution Timeframe
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- 15.4 Continuation of Services During the Appeal or State Fair Hearing Process
- 15.4.3 Cooperation with AHCCCS
- 15.5.2 Requirements for a Request for Administrative Hearing (Removed)
- 15.5.2.2 Claim Dispute Log (Removed)
- 15.5.4.2 Timeframes for Appeals
- 15.5.5 Appeal Process for Persons with Serious Mental Illness
- 15.6 Provider Claims Disputes
- 15.6.2.1 Computation of Time
- 15.6.3 Claim Disputes of Cenpatico Integrated Care Decisions

SECTION 16 – DELIVERABLES

Updated Deliverable Requirements:

- CA-908 Special Assistance Form Deliverable
- EC-320 Urgent Transportation Report

New Deliverables: None

Terminated Deliverables:

- GA-801 Notice of Action (NOA) Log for Entire Quarter

SECTION 18 – PROVIDER MANUAL FORMS & ATTACHMENTS

18.1 Forms

Updated:

- Provider Manual Form 3.5.7 Notice of Discrimination Prohibited
- Provider Manual Form 3.5.8 Notice of Legal Rights for Persons with Serious Mental Illness
- Provider Manual Form 10.11.4 PA Request-Prescription Form

New: None

Removed:

- Provider Manual Form 15.1.1 Notice of Action
- Provider Manual Form 15.1.1 Notice of Action - Spanish
- Provider Manual Form 15.1.2 Notice of Extension of Timeframe for Service Authorization Decision Regarding Title XIX/XXI Services
- Provider Manual Form 15.1.2 Notice of Extension of Timeframe for Service Authorization Decision Regarding Title XIX/XXI Services – Spanish

18.2 Attachments

Updated:

- Provider Manual Attachment 10.11.1 Comprehensive Drug List By Name Effective 2017-07-01
- Provider Manual Attachment 10.11.2 Comprehensive Drug List By Class Effective 2017-07-01
- Provider Manual Attachment 10.11.3 Behavioral Health Drug List By Name 2017-07-01
- Provider Manual Attachment 10.11.4 Behavioral Health Drug List By Name 2017-07-01

New: None

Removed:

- Provider Manual Attachment 15.1.1 Legal Services Program
- Provider Manual Attachment 15.2.1 Complaint Log Fields and Categories