

# **Cenpatico Integrated Care Provider Manual**

## **Summary of Changes for September 1, 2017 Edition**

- All references to 'ADHS' throughout the Provider Manual have been updated to reflect 'AHCCCS' (ADHS Division of Licensing remains the same)

### **SECTION 1 – INTRODUCTION TO CENPATICO INTEGRATED CARE**

No changes this month.

### **SECTION 2 – COVERED SERVICES AND RELATED PROGRAM REQUIREMENTS**

No changes this month.

### **SECTION 3 – BEHAVIORAL HEALTH NETWORK PROVIDER SERVICE DELIVERY REQUIREMENT**

- 3.11 Special Assistance for Persons Determined to Have a Serious Mental Illness
- 3.11.3 Screening for Special Assistance
- 3.11.4 Notification Requirements to the Office of Human Rights
- 3.11.5 Persons No Longer in Need of Special Assistance
- 3.11.6 Ensuring the Provision of Special Assistance
- 3.11.7 Health Home Reporting Requirements
- 3.11.9 Other Procedures
- 3.21 Requirements of Agencies Providing Employment Services

### **SECTION 4 – BEHAVIORAL HEALTH PROVIDER COORDINATION OF CARE REQUIREMENTS**

No changes this month.

### **SECTION 5 – PHYSICAL HEALTH PROVIDER REQUIREMENTS**

No changes this month.

### **SECTION 6 – SPECIFIC BEHAVIORAL HEALTH PROGRAM REQUIREMENTS**

- 6.2.1 72-Hour Rapid Response Requirements for Children
- 6.2.2 Ongoing Services Requirements for CMDP Eligible DCS Involved Children
- 6.2.3.1.1 Requirements of the Foster Care Hotline
- 6.2.3.2 ACOM Policy 449 Requires
- 6.2.3.3 Crisis Response for DCS Involved Members and Adopted Children
- 6.7.2.3 Crisis Counseling, Triage, Tracking, Mobile Team Dispatch and Resolution

### **SECTION 7 – CREDENTIALING AND RE-CREDENTIALING REQUIREMENTS**

No changes this month.

### **SECTION 8 – FINANCE/BILLING**

No changes this month.

### **SECTION 9 – QUALITY MANAGEMENT REQUIREMENTS**

No changes this month.

## **SECTION 10 – MEDICAL MANAGEMENT/UTILIZATION MANAGEMENT REQUIREMENTS**

- 10.3.9.1 Services that must be authorized

## **SECTION 11 – TRAINING AND PEER SUPPORT SUPERVISION REQUIREMENTS**

No changes this month.

## **SECTION 12 – COMPLIANCE**

No changes this month.

## **SECTION 13 – DATA SYSTEMS/REPORTING REQUIREMENT**

No changes this month.

## **SECTION 14 – CENPATICO INTEGRATED CARE MEMBER HANDBOOK**

No changes this month.

## **SECTION 15 – GRIEVANCE AND APPEAL SYSTEM**

No changes this month.

## **SECTION 16 – DELIVERABLES**

### Updated Deliverable Requirements:

- CA-908 Special Assistance Form Instructions
- EC-301-25 Foster Care Hotline Call Report
  - Due on the 10<sup>th</sup> calendar of the month for the previous month (change)
- EC-305 Annual Prevention Report
  - Submission by September 15, 2017 (change)
- OI-206 Housing Roster Report
  - Providers Required to Submit (change)
- RF-1009 Notification of Persons No Longer in Needs of Special Assistance
  - Due to OHR within (10) day (change)
- RF-1019 Bridge Subsidy Program (BSP) Report
  - Providers required to submit (change)

New Deliverables: None

Terminated Deliverables: None

## **SECTION 17 – REFERENCES**

No changes this month.

## **SECTION 18 – PROVIDER MANUAL FORMS & ATTACHMENTS**

### **18.1 Forms**

- Instructions for Completing Special Assistance Deliverable CA-908
- PMF\_10-1- 1 (CON)
- PMF\_10-1-3 (OOH Admit Notice)
- PMF\_10-1-6 (OOH PA)
- PMF\_10-1-8
- PMF\_10-1-16

## **SECTION 19 – DEFINITIONS & ACRONYMS**

- Step Therapy – (added)