



AHCCCS CONTRACTOR OPERATIONS MANUAL
POLICY 404, ATTACHMENT B - CONTRACTOR WEBSITE CERTIFICATION CHECKLIST

CONTRACTOR: _____

LINES OF BUSINESS: _____

REVIEWER: _____

The Contractor shall complete a separate checklist for each line of business. The Contractor shall complete column ‘B’ and may complete column ‘C’ if applicable. Items below apply to all Contractors, unless otherwise specified.

The Contractor shall provide AHCCCS with guest access or screen shots of the requirement for any information that can only be verified through a secured portal.

MEMBER INFORMATION						
<i>(THE INFORMATION BELOW SHALL BE INCLUDED ON THE -MEMBER’S SECTION OF THE CONTRACTOR’S WEBSITE)</i>						
		CONTRACTOR	CONTRACTOR	AHCCCS		AHCCCS
(A) WEBSITE REQUIREMENTS	(B) <u>URL</u> ¹ WHERE INFORMATION IS FOUND	(C) CONTRACTOR NOTES/COMMENTS	(D) YES	(E) NO	(F) AHCCCS COMMENTS	
1.	A member specific link from the Contractor’s home page.					

¹ [Updated and included for clarity and to align with provider information section.](#)

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2. Contractor toll free, TTY/TDY customer service, and nurse triage line telephone number(s). <i>ACC, ALTCS E/PD, CMDPCHP, and RBHA Contractors are prohibited from having separate customer service phone numbers for physical health and behavioral health services.</i>					
3. Information available in a format that can be retained and printed.					
4. <u>A current member handbook in a machine-readable file and format.</u> ² A current member handbook.					
5. Any AHCCCS-approved inserts or updates to the current member handbook that have not been incorporated into the member handbook.					

² Added machine readable file and format.

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(A)	(B)	(C)	(D)	(E)	(F)	
WEBSITE REQUIREMENTS	<u>URL</u> WHERE INFORMATION IS FOUND	CONTRACTOR NOTES/COMMENTS	YES	No	AHCCCS COMMENTS	
6.	Current and past three member newsletters.					
7.	Availability and accessibility of behavioral health crisis services to include crisis hotline telephone numbers prominently displayed on the website. This page shall include crisis hotline numbers for counties served by the Contractor.					
8.	RBHA, ALTCS E/PD, DDD Contractors Only: Complaint, grievance, appeal, and request for hearing information for each group listed below: <ul style="list-style-type: none"> Members determined SMI, RBHA Only: Members not determined SMI and not eligible for Title XIX/XXI services. 					
9.	General information about filing a member grievance or appeal and request for hearing.					

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(A)	(B)	(C)	(D)	(E)	(F)	
WEBSITE REQUIREMENTS	<u>URL</u> WHERE INFORMATION IS FOUND	CONTRACTOR NOTES/COMMENTS	YES	No	AHCCCS COMMENTS	
10.	General information about obtaining interpreter and translation services.					
11.	AHCCCS member survey results via link to AHCCCS website.					
12.	AHCCCS provider survey results via link to AHCCCS website.					
13.	Performance measure results via link to AHCCCS website.					
14.	Contractor member survey results, as available.					
15.	Contractor provider survey results, as available.					

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<p>16. Contractors shall include a drug list which includes, but is not limited to, the AHCCCS Drug List.</p> <p>Contractors may link to the AHCCCS website for the AHCCCS Drug List.</p> <p>The drug list shall be updated quarterly or within 30 days of AHCCCS notification. The following shall be available in a searchable, machine readable file and a, user friendly format:</p> <ul style="list-style-type: none"> • A comprehensive medication drug list by drug classification, the Brand name and/or Generic name of the medication, including notations for all medications that require a prior authorization, • A medication drug list by drug class, • A specific (individual) drug look-up capability. • RBHA Only: AHCCCS approved Crisis Drug List 					

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17. A user friendly, searchable provider directory (including specialists for referrals). The directory shall be made available in a machine-readable file and format and include the following search functions and be current and updated within 15 days of a network change, if necessary: <ul style="list-style-type: none"> • Name of provider or facility, • Provider or Service Type, • Specialty, • Languages spoken by Practitioner, • Office Locations (e.g. county, city, or zip code). Search results shall show information identifying network provider offices that offer reasonable accommodations for members such as: physical access, accessible equipment, and culturally competent communications with physical disabilities.					

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18. Information on the Contractor's role in helping school administrators and leaders connect with behavioral health providers statewide to meet their students' needs.					

OPEN UNTIL 6/1/21

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19. A Community Resource Guide that is updated quarterly and contains community resource information applicable to the population in the assigned geographical service area and is provided in hard copy when requested. ³ Information on community resources applicable to the Contractor's population and geographic service area. ⁴ Resources in the Guide ⁵ shall include but are not limited to: 2-1-1 Arizona, WIC, Head Start, AzEIP, Area Agency on Aging, Alzheimer's Association, Mentally Ill Kids in Distress (MIKID), AZ Suicide Prevention Coalition, and National Alliance on Mental Illness (NAMI), Health-e-Arizona Plus, and AZlinks. ⁷ The Guide shall also include ⁶ Tobacco cessation information, as described in the Member Handbook. A link to the Tobacco Free Arizona website should be included: http://www.azdhs.gov/prevention/tobacco-chronic-disease/tobacco-free-az/index.php .					

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20. A listing of specialized Autism Spectrum Disorder (ASD) providers to inform members with ASD how to access specialized services. At a minimum, the listing shall include the following fields: <ul style="list-style-type: none"> • Group. • Address. • Phone Number. • Doctor Name. • Type. • Specialized Age Range.⁷ 					
20. Prominently identify a list of OUD/MAT providers who serve adolescents and pregnant women. This list should be kept up to date and easily accessible.					

³ Added language to align with contract.

⁴ Deleted, duplicate language from new paragraph added above.

⁵ Added for clarification.

⁶ Added for clarification.

⁷ Added ASD requirement to the checklist.

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21. Services for which prior authorization is required and prior authorization criteria.					
22. Medical Determination Criteria and Clinical Practice Guidelines.					
24. Behavioral Health Residential Facility Medical Necessity Criteria as outlined in AMPM Policy 320-V. ⁸					
23. DDD only. Children's Services Liaison phone number and the 24-hour contact number for each DDD Subcontracted Health Plan.					

⁸ [Added to align with contract requirements that admission criteria be posted on Contractor's website](#)

PROVIDER INFORMATION						
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(A)	WEBSITE REQUIREMENTS	(B) <u>URL</u> ⁹ WHERE INFORMATION IS FOUND	(C) CONTRACTOR NOTES/COMMENTS	(D) YES	(E) NO	(F) AHCCCS COMMENTS
1.	Provider Manual.					
2.	A searchable and comprehensive AHCCCS Drug List. The Drug List shall be available in a user friendly, machine readable file and format.					
3.	Provider Directory (including specialists for referral). The directory shall <u>be</u> ¹⁰ available in a user friendly, machine readable file and format.					
4.	Information on the Contractor's role in helping school administrators and leaders connect with behavioral health providers statewide to meet their students' needs.					
5.	The Contractor's internal Performance Measure Results.					

⁹ Updated and included for clarity and to align with provider information section

¹⁰ Updated for clarity

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6.	The AHCCCS Performance Measure Results for the Contactor via link to AHCCCS website.					
7.	Medical Determination Criteria and Clinical Practice Guidelines.					
8.	AHCCCS provider survey results via link to AHCCCS website.					
9.	Contractor provider survey results, as available.					
10.	Enrollment Verification.					
11.	Claims Inquiry (adjustments requests; information on denial reasons).					
12.	Accept HIPAA compliant electronic claims transactions.					
13.	Display Reimbursement Information.					

- EXPLAIN (DESCRIBE) WHAT ACTIONS OR STRATEGIES HAVE BEEN IMPLEMENTED OR WILL BE TAKEN TO DETERMINE THAT MEMBERS WHO ACCESS YOUR WEBSITE CAN EASILY FIND AND NAVIGATE THE REQUIRED MEMBER WEBSITE CONTENT (E.G. USE OF MEMBER SURVEYS, GRIEVANCE FEEDBACK, MEMBER COUNCIL, ETC.)**

OPEN UNTIL 6/21/21