

**310-B - TITLE XIX/XXI BEHAVIORAL HEALTH SERVICE BENEFIT<sup>1</sup>**

EFFECTIVE DATES: 10/01/94, 10/01/19<sup>2</sup>

APPROVAL DATES: 03/01/14, 02/01/14, 10/01/11, 05/01/11, 10/01/10, 07/01/10, 05/01/09, 06/01/07, 10/01/06, 05/01/06, 10/01/01, 10/01/99, 10/01/01, 05/01/06, 10/01/06, 06/01/07, 05/01/09, 07/01/10, 10/01/10, 05/01/11, 10/01/11, 02/01/14, 03/01/14, 05/02/19<sup>3</sup>

**I. PURPOSE<sup>4</sup>**

This Policy applies to AHCCCS Complete Care (ACC), ALTCS E/PD, DES/DDD (DDD)<sup>5</sup>, and RBHA Contractors; Fee-For-Service (FFS) Programs including: Tribal ALTCS, TRBHA, the American Indian Health Program (AIHP); and all FFS providers, excluding Federal Emergency Services (FES). (For FES, see AMPM Chapter 1100). ~~Effective October 1, 2019 this Policy also applies to DES/DDD.~~ This Policy describes Title XIX/XXI behavioral health services.

**II. DEFINITIONS**

**BEHAVIORAL HEALTH  
PARAPROFESSIONAL  
(BHPP)**

As set forth in A.A.C. R9-10-101(27), this is an individual who is not a behavioral health professional who provides behavioral health services at or for a health care institution according to the health care institution’s policies and procedures that:

- a. If the behavioral health services were provided in a setting other than a licensed health care institution, the individual would be required to be licensed as a behavioral professional under A.R.S, Title 32, Chapter 33; and
- b. Are provided under supervision by a behavioral health

<sup>1</sup> Information contained within the AHCCCS Covered Behavioral Health Services Guide (CBHSG) will be transitioned into the following areas:

- AMPM Policy 310-B for Title XIX/XXI;
- AMPM Policy 320-T and AMPM Exhibit 300-2B for Non-Title XIX/XXI Services and Funding;
- FFS Provider Billing Manuals for all providers, both FFS and MCOs:
  - Chapter 19, Behavioral Health Services of the Fee-For-Service Provider Billing Manual
  - Chapter 12, Behavioral Health Services, of the IHS/Tribal Provider Billing Manual
  - Behavioral Health Services Matrix (previously the B2 Matrix);
  - Appropriate AMPM Policies as necessary (e.g. AMPM 310-BB, Transportation and AMPM 310-V, Behavioral Health Residential Facilities).

<sup>2</sup> POST APC CHANGE – Updated to include effective date

<sup>3</sup> POST APC CHANGE – Updated to date approved at APC

<sup>4</sup> Format restructured to align with Current AMPM Policy Format.

<sup>5</sup> POST APC CHANGE – Revised; since effective date of policy is 10-1-19 moved DDD to purpose section and removed statement regarding applicability of DDD to the policy for 10-1-19

professional.

**BEHAVIORAL HEALTH  
PROFESSIONAL (BHP)**

- a. An individual licensed under A.R.S. Title 32, Chapter 33, whose scope of practice allows the individual to:
  - i. Independently engage in the practice of behavioral health as defined in A.R.S. §32-3251, or
  - ii. Except for a licensed substance abuse technician, engage in the practice of behavioral health as defined in A.R.S. §32-3251 under direct supervision as defined in AAC. R4-6-101,
- b. A psychiatrist as defined in A.R.S. §36-501,
- c. A psychologist as defined in A.R.S. §32-2061,
- d. A physician,
- e. A behavior analyst as defined in A.R.S. §32-2091,
- f. A registered nurse practitioner licensed as an adult mental health nurse, or
- g. A registered nurse.

**BEHAVIORAL HEALTH  
TECHNICIAN (BHT)**

As specified in A.A.C. R9-10-101, an individual who is not a BHP who provides behavioral health services at or for a health care institution according to the health care institution's policies and procedures that:

1. If the behavioral health services were provided in a setting other than a licensed health care institution, the individual would be required to be licensed as a behavioral professional under A.R.S. Title 32, Chapter 33, and
2. Are provided with clinical oversight by a behavioral health professional.

**CLINICAL OVERSIGHT<sup>6</sup>**

- a. Monitoring the behavioral health services provided by a behavioral health technician to ensure that the behavioral health technician is providing the behavioral health services according to the health care institution's policies and procedures,
- b. Providing on-going review of a behavioral health technician's skills and knowledge related to the provision of behavioral health services,
- c. Providing guidance to improve a behavioral health technician's skills and knowledge related to the provision of behavioral health services, and
- d. Recommending training for a behavior health technician to improve the behavioral health technician's skills and knowledge related to the provision of behavioral health

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<sup>6</sup> Change from Covered BH Services Guide - Changed from Clinical Supervision to Oversight; describes the supervision requirements for BH services provided by BHTs

services.

**FAMILY**

The primary care giving unit and is inclusive of the wide diversity of primary care giving units in our culture. Family is a biological, adoptive or self-created unit of people residing together consisting of adult(s) and/or child(ren) with adult(s) performing duties of parenthood for the child(ren). Persons within this unit share bonds, culture, practices and a significant relationship. Biological parents, siblings and others with significant attachment to the individual living outside the home are included in the definition of “family.”

**PEER**

~~An individual who is, or has been, a recipient of behavioral health and/or substance use treatment services and has an experience of recovery to share.<sup>7</sup>~~

**REHABILITATION SERVICES ADMINISTRATION/VOCATIONAL REHABILITATION (RSA/VR)**

RSA is an administration within ADES that oversees several programs which are designed to assist eligible individuals who have disabilities to achieve employment outcomes and enhanced independence by offering comprehensive services and supports.

VR is a program under RSA that provides a variety of services to persons with disabilities, with the ultimate goal to prepare for, enter into, or retain employment.

**SERVICE PLAN**

A complete written description of all covered health services and other informal supports which includes individualized goals, family support services, care coordination activities and strategies to assist the member in achieving an improved quality of life. For purposes of this Policy, for FFS populations the term treatment plan may be used interchangeably with the term Service Plan.

**III. POLICY**

AHCCCS covers Title XIX/XXI behavioral health services (behavioral health and/or substance use) within certain limits for members when medically necessary. These behavioral health service categories/subcategories and other behavioral health service requirements are described below.

For information and requirements regarding Non-Title XIX/XXI behavioral health services see AMPM Policy 320-T.

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<sup>7</sup> [POST APC CHANGE: removed definition of Peer to align with AMPM Policy 963](#)

**A. GENERAL REQUIREMENTS**

1. All applicable Current Procedural Terminology (CPT), Healthcare Common Procedure Coding System (HCPCS), and Uniform Billing (UB-04) revenue codes for Title XIX/XXI Services are listed in the AHCCCS [Behavioral Health Services Matrix \(previously referred to as the B2 Matrix\)](#)<sup>8</sup> found on the AHCCCS website. Providers are required to utilize national coding standards including the use of applicable modifier(s). Refer to the [AHCCCS B2 Matrix-AHCCCS Behavioral Health Services Matrix](#) and the [AHCCCS Fee-For-Service Provider Manual \(Chapter 19\)](#) for additional guidance. Refer to the [AHCCCS IHS/Tribal Provider Manual \(Chapter 12\)](#) for additional guidance for IHS/638 providers.
2. Service Planning<sup>9</sup>  
~~<sup>10</sup>Medically necessary s~~Services shall be provided timely. Provision of ~~medically necessary~~ services shall not be delayed or pended in order to have all CFT/ART members present for a service planning meeting or until all are able to sign off on the Service Plan.
3. Emergency Behavioral Health Services<sup>11</sup>  
Prior authorization is not required for emergency behavioral health services (A.A.C. R9-22-210.01), including Crisis Intervention Services.
4. Behavioral Health Services provided by BHTs<sup>12</sup>  
BHTs that provide services in the public behavioral health system must be provided clinical oversight by a BHP.
5. Clinical Oversight<sup>13</sup>  
In addition to possessing the requisite licenses and other qualifications, BHPs providing clinical oversight of BHTs shall have demonstrated competence in delivering the same or similar services to members of comparable acuity and intensity of service needs as the BHTs they supervise. BHPs providing clinical oversight of BHTs shall also demonstrate the following key competencies:
  - a. Demonstrated knowledge of the relevant best clinical practices and policies that guide the services being provided,
  - b. Demonstrated knowledge of the policies and principles governing ethical practice,
  - c. Demonstrated ability to develop individualized BHT competency development goals and action steps to accomplish these goals,
  - d. Demonstrated ability to advise, coach, and directly model behavior to improve interpersonal and service delivery skills.

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<sup>8</sup> POST APC CHANGE – revised to include the new name of the B2 Matrix to include

<sup>9</sup> Change from Covered BH Services Guide - Added for clarification

<sup>10</sup> ~~POST APC CHANGES – removed medically necessary throughout as redundant to opening of Policy Section III and applies to all services.~~

<sup>11</sup> Emergency services brought over from original 310-B

<sup>12</sup> Change from Covered BH Services Guide - Further outlined in the Definition of Clinical Oversight and below

<sup>13</sup> Change from Covered BH Services Guide – Changed from Clinical Supervision

6. Behavioral Health Services to Family Members

Behavioral health services can be provided to the member's Family members, regardless of the Family member's Title XIX/XXI entitlement status, as long as the member's Service Plan reflects that the provision of these services are aimed at accomplishing the member's Service Plan goals (i.e. they show a direct, positive effect on the member). The member does not have to be present when the services are being provided to Family members.

7. Indirect Contact

Indirect contact with member includes email or phone communication (excluding leaving voice mails<sup>14</sup>) specific to a member's services, obtaining collateral information, and/or picking up and delivering medications. Refer to the AHCCCS Fee-For-Service Provider Manual (Chapter 19) and the AHCCCS IHS/Tribal Provider Manual (Chapter 12 for IHS/638 providers) for additional guidance.

8. Room and Board<sup>15</sup>

Room and Board is covered only for Inpatient Hospitals, Intermediate Care Facilities for individuals with Intellectual Disability (ICF/ID), and Nursing Facilities.

9. Self-Referral<sup>16</sup>

To ensure timely access to medically necessary behavioral health services; (a) members, guardian, or designated representative may initiate requests, (b) qualified BHPs, including specialty providers not part of the behavioral health home, may engage in assessment and treatment/service planning activities, (c) must comply with the Rules set forth in A.A.C. Title 9, Chapters 10 and 21, as applicable.

9.10. Transportation<sup>17</sup>

Refer to AMPM Policy 310-BB and the [AHCCCS Fee-For-Service Provider Manual \(Chapter 14\)](#) and the [AHCCCS IHS/Tribal Provider Manual \(Chapter 11\)](#) for additional information.

**B. TITLE XIX/XXI BEHAVIORAL HEALTH SERVICES CATEGORIES/SUBCATEGORIES**

1. Treatment Services

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<sup>14</sup> POST APC CHANGE: Change from Covered BH Services Guid; excluded leaving voicemails as indirect contact with a member

<sup>15</sup> Change from Covered BH Services Guide – In guide each service setting has a Room and Board section, these are removed and kept a general description

<sup>16</sup> POST APC CHANGE – To include Self-Referral for BH services

<sup>17</sup> Change from Covered BH Services Guide – Appropriate language included in AMPM Policy 310-BB (e.g. Prior Authorization shall not be required for reimbursement of Emergency Transportation. Notification to AHCCCS DFSM of emergency transportation provided to a FFS member is not required, but the provider shall submit documentation with the claim that justifies the service and Non-emergency transportation of a family member or caregiver without the presence of the member is covered when provided for the purpose of carrying out medically necessary services identified in the member's service/treatment plan

- a. The following treatment services are covered under the behavioral health benefit ~~when medically necessary~~<sup>18</sup>:
  - i. Assessment, Evaluation (non-court ordered)<sup>19\*</sup>, and Screening Services,
  - ii. Behavioral Health Counseling and Therapy, and
  - iii. Psychophysiological Therapy and Biofeedback.<sup>20</sup>

\*Refer to AMPM Policy 320-U for Court-Ordered Evaluation responsibilities.

Assessment, Evaluation, and Screening Services, and Behavioral Health Counseling and Therapy shall be provided by individuals who are qualified BHPs or BHTs supervised by BHPs when clinically appropriate. For additional information regarding behavioral health assessment and treatment/service planning for AHCCCS members, see AMPM Policy 320-O.

Psychophysiological Therapy and Biofeedback shall be provided by qualified BHPs.

## 2. Rehabilitation Services

- a. Skills training and development and psychosocial rehabilitation living skills training is teaching independent living, social, and communication skills to members and/or their families. Examples of areas that may be addressed include self-care, household management, relationships, avoidance of exploitation, budgeting, recreation, development of social support networks, and use of community resources. Services may be provided to a member, a group of individuals or their families with the member(s) present,
  - i. Skills training and development and psychosocial rehabilitation living skills training shall be provided by individuals who are qualified BHPs or BHTs/BHPPs supervised by BHPs or qualified BHT,
- b. Cognitive rehabilitation is the facilitation of recovery from cognitive impairments in order to achieve independence or the highest level of functioning possible, Goals of cognitive rehabilitation include: relearning of targeted mental abilities, strengthening of intact functions, relearning of social interaction skills, substitution of new skills to replace lost functioning and controlling the emotional aspects of one's functioning. Treatment may include techniques such as auditory and visual attention directed tasks, memory training, and training in the use of assistive technology, and anger management. Training can be done through exercises or stimulation, cognitive neuropsychology, cognitive psychology and behavioral psychology, or a holistic approach to include social and emotional aspects. Training is generally provided one-on-one and is highly customized to each individual's strengths, skills, and needs,
  - i. Cognitive rehabilitation services shall be provided by qualified BHPs,

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<sup>18</sup> [POST APC CHANGE: removed 'medically necessary' as this is stated above](#)

<sup>19</sup> Change from Covered BH Services Guide – Clarified COE not covered by T19 Contractors

<sup>20</sup> Change from Covered BH Services Guide – Specified Psych. Therapy and BioFeedback rather than 'other professional'



- c. Health promotion is education and training about health-related topics that can be provided in single or multiple sessions provided to an individual or a group of people and/or their families. Health promotion sessions are usually presented using a standardized curriculum with the purpose of increasing an individual's behavioral knowledge of a health-related topic such as the nature of an illness, relapse and symptom management, medication management, stress management, safe sex practices, HIV education, parenting skills education and healthy lifestyles (e.g. diet, exercise). DUI health promotion education and training shall be approved by ADHS, Division of Licensing Services (DLS),
  - i. Health promotion shall be provided by qualified BHPs or BHTs supervised by BHPs,
- d. Psychoeducational Services (pre-vocational services) and Ongoing Support to Maintain Employment (post-vocational services, or Job Coaching) are designed to assist members to choose, acquire, and maintain employment or other meaningful community activity (e.g. volunteer work). See ACOM Policy 447.
  - i. Psychoeducational Services are pre-vocational services that prepare members to engage in meaningful work-related activities, such as full- or part-time, competitive employment. Such activities may include, but are not limited to, the following: career/educational counseling, job training, assistance in the use of educational resources necessary to obtain employment, attendance to Rehabilitation Services Administration/Vocational Rehabilitation (RSA/VR) Orientations, attendance to Job Fairs, assistance in finding employment, and other training, like resume preparation, job interview skills, study skills, budgeting skills (when it pertains to employment), professional decorum, and time management. Pre-vocational services may be provided individually or in a group setting, but not telephonically,
  - ii. Ongoing Support to Maintain Employment services are post-vocational services, often called Job Coaching, which enable members to maintain their current employment. Services may include, but are not limited to, the following: monitoring and supervision, assistance in performing job tasks, and supportive counseling. Ongoing Support to Maintain Employment can be also used when assisting employed members with services traditionally used as pre-vocational in order to gain skills for promotional employment or alternative employment. Ongoing Support to Maintain Employment may be provided individually or in a group setting, as well as telephonically,
  - iii. Pre-vocational Services and Ongoing Support to Maintain Employment shall be provided using tools, strategies, and materials which meet the member's support needs. While the goal may be for members to achieve full-time employment in a competitive, integrated work environment, having other employment goals may be necessary prior to reaching that level. Therefore, these services need to be tailored to support members in a variety of settings. Some members may not be ready to identify an educational or employment goal and may need assistance in exploring their strengths and interests, and
  - iv. Pre-vocational Services and Ongoing Support to Maintain Employment shall be provided by individuals who are qualified BHPs or BHTs/BHPPs supervised by BHPs or Qualified BHT.

For Community Service Agencies, see AMPM Policy 961-C for further detail on service standards and provider qualifications for this service.

Pre-vocational Services and Ongoing Support to Maintain Employment are provided only if the services are not available through the federally funded Rehabilitation Act program administered by ADES/RSA.

~~<sup>21</sup>Psychoeducational services and ongoing support to maintain employment services are provided only if the services are not available through the federally funded Rehabilitation Act program administered by Arizona Department of Economic Security/Rehabilitation Service Administration (ADES/RSA) DES-RSA, which is required to be the primary payer for Title XIX/XXI eligible individuals. The following services are not TXIX/TXXI covered treatment services: Rehabilitative employment support assessments when available through the federally funded Rehabilitation Act program administered by the Tribal Rehabilitation Services Administration; and preparation of a report of a member's psychiatric status for primary use with a court.~~

~~See ACOM Policy 447.~~

~~The following services are not TXIX/TXXI covered treatment services:~~

~~Rehabilitative employment support assessments when available through the federally funded Rehabilitation Act program administered by Arizona Department of Economic Security/Rehabilitation Service Administration (ADES/RSA) or the Tribal Rehabilitation Services Administration, and preparation of a report of a member's psychiatric status for primary use with a court.~~

### 3. Medical Services

Medical services are provided or ordered within the scope of practice by a licensed physician, nurse practitioner, physician assistant, or nurse to reduce a member's symptoms and improve or maintain functioning. These services fall into one of the following four subcategories (medication, laboratory/radiology and medical imaging, medical management, and Electroconvulsive Therapy (ECT)):

- a. Medication: AHCCCS maintains a minimum list of medications to ensure the availability of necessary, safe and cost-effective medications for members with behavioral health disorders as further described in AMPM Policy 310-V,
- b. Laboratory, radiology, and medical imaging services may be prescribed by a licensed physician, nurse practitioner, or physician assistant within the scope of their practice for screening, diagnosis or monitoring of a behavioral health condition. This may include but is not limited to blood and urine tests, CT scans, MRI, EKG, and EEG,

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<sup>21</sup> POST APC CHANGE - Change from Covered BH Services Guide – clarified coverage



With the exception of specimen collections in a medical practitioner's office, laboratory services are provided in Clinical Laboratory Improvement Act (CLIA) approved hospitals, medical laboratories and other health care facilities that meet state licensure requirements as specified in A.R.S. Title 36, Chapter 4. In addition, see requirements related to federal Clinical Laboratory Improvement Amendments in 9 A.A.C.14-101 and the federal code of regulations 42 CFR 493, Subpart A,

- c. Medical management services are provided within the scope of practice by a licensed physician, nurse practitioner, physician assistant or nurse to an individual as part of their medical visit for ongoing treatment purposes. Medical management includes but is not limited to medication management services such as the review of medication(s) side effects and the adjustment of the type and dosage of prescribed medications, and
- d. Electroconvulsive Therapy (ECT) and Transmagnetic Stimulation (TMS) ~~are covered services when medically necessary and~~ performed by a physician within their scope of practice.<sup>22</sup>

#### 4. Support Services<sup>23</sup>

Support services are provided to facilitate the delivery of or enhance the benefit received from other behavioral health services. Support services shall be provided by individuals who are qualified BHPs or BHTs/BHPPs supervised by BHPs. Support services are classified into the following subcategories:

- a. Case Management (provider level)<sup>24</sup> is a supportive service provided to improve treatment outcomes. Examples of case management activities to meet member's Service Plan goals include:
  - i. Assistance in maintaining, monitoring and modifying behavioral health services,
  - ii. Assistance in finding necessary resources other than behavioral health services,
  - iii. Coordination of care with the member's healthcare providers, Family, community resources, and other involved supports including educational, social, judicial, community and other State agencies,
  - iv. Coordination of care activities related to continuity of care between levels of care (e.g. inpatient to outpatient care) and across multiple services (e.g. personal assistant, nursing services, and Family counseling),

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<sup>22</sup> Change from Covered BH Services Guide – expanded to 'within scope of practice'

<sup>23</sup> Change from Covered BH Services Guide – Sign Language and Oral Interpretation services removed from list of support services. The requirements for contractors are in other policies and for providers are in rules/statutes. Accommodations rather than services/BH services.

<sup>24</sup> Change from Covered BH Services Guide – Specified provider-level as BH CM for EPD is not a billable service. CM is provided by EPD Health Plan Case Managers.

- v. <sup>25</sup>Assisting members in applying for Social Security benefits when using the SSI/SSDI Outreach, Access, and Recovery (SOAR) approach. SOAR activities may include:
  - 1) Face-to-face meetings with member,
  - 2) Phone contact with member, and
  - 3) Face-to-face and phone contact with records and data sources (e.g. jail staff, hospitals, treatment providers, schools, Disability Determination Services, Social Security Administration, physicians).
- vi. Outreach and follow-up of crisis contacts and missed appointments, and
- vii. Participation in staffings, case conferences, or other meetings with or without the member or their Family participating.
- b. Personal care services involve the provision of support activities to assist an individual in carrying out activities of daily living such as bathing, shopping, dressing and other activities essential for living in a community,
  - i. Personal care services may be provided in an unlicensed setting such as a member's own home or community setting. Parents (including natural parent, adoptive parent and stepparent) may be eligible to provide personal care services if the member receiving services is 21 years or older and the parent is not the member's legal guardian. Personal Care Services provided by a member's spouse is not covered,
- c. Home Care Training Family (Family Support) support services are directed toward restoration, enhancement, or maintenance of the Family functioning to increase the Family's ability to effectively interact and care for the member in the home and community. Family support services may involve activities such as assisting the Family to adjust to the members illness, developing skills to effectively interact and/or guide the member, understanding the causes and treatment of behavioral health issues, and understanding and effectively utilizing the healthcare system. Refer to AMPM Policy 964 for training and credentialing standards for Credentialed Parent/Family Support individuals providing Parent/Family Support Services,
- d. Self-Help/Peer Services (Peer and Recovery Support) support services are intentional partnerships based on shared lived experiences to provide social and personal support. Peer and Recovery Support assists members with accessing services and community supports, partnering with professionals, overcoming service barriers, and/or understanding and coping with the stressors of the member's behavioral health condition. These services are aimed at assisting in the creation of skills to promote long-term sustainable recovery. This support is coupled with specific, skill-based training, coaching, or assistance to bring about social or personal change at the individual, Family or community level. Peer and Recovery Support is intended for enrolled members and their families who require greater structure and intensity of services than those available through informal<sup>26</sup> community-based support groups (e.g. 12 Step Programs, SMART

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<sup>25</sup> Change from Covered BH Services Guide – included information regarding SOAR as a support service under CM

<sup>26</sup> Change from Covered BH Services Guide – Clarified informal peer supports vs. formal

Recovery). Peer and Recovery Support is provided by individuals who self-identify as a Peer and who qualify as BHPs, BHTs, or BHPPs and meet the requirements of AMPM Policy 963,

- e. <sup>27</sup>Therapeutic Foster Care (TFC) services are provided by a behavioral health therapeutic home to a member residing in the TFC provider's home in order to implement the in-home portion of the member's behavioral health Service Plan. TFC services include supervision and the provision of behavioral health support services such as personal care, psychosocial rehabilitation, skills training and development, NEMT of the member, and/or the participation in treatment and discharge planning. TFC services assist a member to remain in the community setting, thereby avoiding institutional care,
- i. Behavioral health therapeutic home providers who provide TFC shall:
- 1) Have access to crisis intervention and emergency services,
  - 2) Have a BHP as a clinical supervisor assigned to provide oversight of services, and
  - 3) Complete pre-service training specific to the type of care and services required for the member being placed in the home.
- f. Unskilled Respite Care (Respite) is short term behavioral health services or general supervision that provides an interval of rest or relief to a Family member or other individual caring for the member receiving behavioral health services. The availability and use of informal supports and other community resources to meet the caregiver's respite needs shall be evaluated in addition to formal respite services. Respite services are limited to 600 hours per year (October 1 through September 30) per person and are inclusive of both behavioral health and ALTCS respite care.<sup>28</sup> Respite may include a range of activities to meet the social, emotional, and physical needs of the member during the respite period. These services may be provided on a short-term basis (i.e. few hours during the day) or for longer periods of time involving overnight stays. Respite services can be planned or unplanned. If unplanned respite is needed, behavioral health provider will assess the situation with the caregiver and recommend the appropriate setting for respite. Community Service Agencies cannot provide respite services.
- i. <sup>29</sup>Respite services may be provided in a variety of settings including but not limited to<sup>30</sup>:
- 1) Habilitation Provider (A.A.C. R6-6-1523),
  - 2) Outpatient Clinic (A.A.C. R9-10-1025),
  - 3) Adult Therapeutic Foster Care – with collaboration health care institution (A.A.C. R9-10-1803),
  - 4) Behavioral Health Respite Homes (A.A.C. R9-10 Article 16), and Behavioral Health Residential Facilities.

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<sup>27</sup> Important to Note: A Therapeutic Foster Care stand-alone policy is forthcoming and will be available for Tribal Consultation Notification/Public Comment when available.

<sup>28</sup> Change from Covered BH Services Guide – Clarification added to note that the 600 allowable respite hours are **total** across both BH and ALTCS programs/services

<sup>29</sup> Change from Covered BH Services Guide – Revised to specify respite settings

<sup>30</sup> POST APC CHANGE: Change from Covered BH Services Guide – added 'including but not limited to' as respite services may be provided in other settings (e.g. LTSS settings)

- ii. A member’s clinical team must consider the appropriateness of the setting in which the recipient receives respite services,
  - 1) When respite services are provided in a home setting, household routines and preferences must be respected and maintained when possible. The respite provider must receive orientation from the Family/caregiver regarding the member’s needs and the Service Plan.
  - 2) Respite services, including the goals, setting, frequency, duration, and intensity of the service shall be defined in the member’s Service Plan. Respite services are not a substitute for other ~~medically necessary~~ covered services. Summer day camps, day care, or other ongoing, structured activity programs are not respite unless they meet the definition/criteria of respite services and the provider qualifications.
- iii. Parents receiving behavioral health services may receive necessary respite services for their non-enrolled children as indicated in their Service Plan, and
- iv. Non-enrolled siblings of a child receiving respite services are not eligible for behavioral health respite benefits.

Providers shall meet the requirements in 9 A.A.C. 10.

#### 5. Behavioral Health Day Programs

Behavioral health day programs provide services scheduled on a regular basis either hourly, half day or full day and may include services such as therapeutic nursery, in-home stabilization, after school programs, and specialized outpatient substance abuse programs. These programs can be provided to a person, group of individuals and/or families in a variety of settings.

Behavioral health day programs are categorized as Supervised, Therapeutic or Community Psychiatric Supportive Treatment.

- a. Supervised behavioral health day programs consist of a regularly scheduled program of individual, group and/or ~~f~~Family services related to the member’s treatment plan designed to improve the ability of the person to function in the community and may include the following rehabilitative and support services: skills training and development, behavioral health prevention/promotion, medication training and support, pre-vocational services and ongoing support to maintain employment, ~~and Peer and Recovery Support, self-help/Peer services, home care training Family (Family Support).~~<sup>31</sup>
  - i. Supervised behavioral health day programs may be provided by either DLS licensed behavioral health agencies or Title XIX certified Community Service Agencies (CSA). The individual staff that deliver specific services within the supervised behavioral health day program must meet the individual provider qualifications associated with those services. Supervised behavioral health treatment and day programs provided by a CSA must be supervised by a BHT,

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<sup>31</sup> POST APC Change – includes Family Support

- b. <sup>32</sup>Therapeutic behavioral health day programs are regularly scheduled program of active treatment modalities which may include services such as individual, group and/or Family behavioral health counseling and therapy, skills training and development, behavioral health prevention/promotion, medication training and support, <sup>33</sup>pre-vocational services and ongoing support to maintain employment, home care training Family (Family support), medication monitoring, case management, Peer and Recovery Support~~self-help/Peer services~~, and/or medical monitoring, and
  - i. Therapeutic behavioral health day programs must be provided by an appropriately licensed DLS behavioral health agency and in accordance with applicable service requirements set forth in A.A.C. Title 9, Chapter 10. These programs must be under the direction of a BHP. The staff who delivers the specific services within the therapeutic behavioral health day program must meet the individual provider qualifications associated with those services,
- c. Community Psychiatric Supportive Treatment Program are a regularly scheduled program of active treatment modalities, including medical interventions, in a group setting and may include individual, group and/or Family behavioral health counseling and therapy, skills training and development, behavioral health prevention/promotion, medication training and support, ongoing support to maintain employment, <sup>34</sup>pre-vocational services, home care training Family (Family support), Peer and Recovery Support<sup>35</sup>, and/or other nursing services such as medication monitoring, methadone administration, and medical/nursing assessments,
  - i. Community Psychiatric Supportive Treatment Programs must be provided by an appropriately licensed DLS behavioral health agency and in accordance with applicable service requirements set forth in 9 A.A.C.10. These programs must be under the direction of a licensed physician, nurse practitioner, or physician assistant. The staff who delivers the specific services within the medical behavioral health day program must meet the individual provider qualifications associated with those services.

#### 6. Behavioral Health Residential Facility Services

Refer to AMPM Policy 320-V for information on behavioral health residential facility services.

#### 7. Applied Behavior Analysis <sup>36</sup>

<sup>32</sup> Change from Covered BH Services Guide –Day Program Utilization reviewed; section revised based reviewed info to include description of BH day programs and requirements of each what is allowable/disallowed – incorporated reference to BHRF Policy – see also FFS Manual

<sup>33</sup> Change from Covered BH Services Guide – clarified these providers can bill for both pre vocational and ongoing

<sup>34</sup> Clarification - Confirmed with Rhonda these providers can bill for both pre voc and ongoing – included pre-vocational here

<sup>35</sup> POST APC CHANGE – to add that Peer Services are included under each in BH Day Programs

<sup>36</sup> POST APC CHANGE –Important to Note: An ABA stand-alone policy is under development

Applied Behavior Analysis (ABA) is the design, implementation, and evaluation of instructional and environmental modifications to produce socially significant improvements in human behavior. It includes the empirical identification of functional relations between behavior and environmental factors, known as functional assessment and analysis. ABA interventions are based on scientific research and the direct observation and measurement of behavior and the environment. Behavior analysts utilize contextual factors, motivating operations, antecedent stimuli, positive reinforcement, and other consequences to help people develop new behaviors, increase or decrease existing behaviors, and emit behaviors under specific environmental conditions.

Behavior analytic services, when medically necessary, are sometimes designed to help persons learn new skills and practice healthy habits across any and all aspects of their lives. Behavior analytic services are also designed to help persons reduce or eliminate behaviors that interfere with their behavioral or physical health. Behavior analytic services can be delivered in any setting.

ABA services shall be directed and overseen by Behavior Analyst Certification Board (BCBAs)<sup>®</sup>/Licensed Behavior Analysts (LBAs) and supported, where applicable, by BCaBA<sup>®</sup>s, Behavior Analysis Trainees, Registered Behavior Technicians (RBTs)<sup>®</sup>, and/or Behavior Technicians (BHTs). The BCBA<sup>®</sup>/LBA trains BCaBA<sup>®</sup>s, Behavior Analysis Trainees, RBTs, and BHTs to implement assessment and intervention protocols with members.

Individuals delivering ABA services also provide training and instruction to family members and caregivers as necessary to support the implementation of the ABA services. The LBA is responsible for all aspects of clinical direction, supervision, and case management.

#### 8. Crisis Intervention Services<sup>37</sup>

Crisis intervention services are provided to stabilize or prevent a sudden, unanticipated, or potentially dangerous behavioral health condition, episode or behavior. These intensive and time-limited services may include screening (e.g. triage and arranging for the provision of additional crisis services), counseling to stabilize the situation, medication stabilization and monitoring, observation and/or follow-up to ensure stabilization, and/or other therapeutic and supportive services to prevent, reduce, or eliminate a crisis situation. Crisis intervention services can be provided telephonically, in the community through mobile teams, and in facility-based settings as further described in this section.

The RBHAs are responsible for the delivery of timely crisis services, including telephone, community-based mobile, and facility-based stabilization (including observation not to exceed 24 hours), along with any associated covered services

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<sup>37</sup> Change from Covered BH Services Guide – Expanded to include Contract and AHCCCS FAQs; RBHA notification requirements; care coordination requirements



delivered by the crisis provider in these settings during the first 24 hours. The RBHAs are responsible for notifying the Contractor of enrollment, or AHCCCS for FFS Members, within 24 hours of a member engaging in crisis services so subsequent services can be initiated by the Contractor. The RBHA located in the RBHA GSA where the crisis occurs is responsible for the first 24 hours of crisis services.<sup>38</sup> The crisis providers have an ongoing obligation to serve the member and coordinate with the member's health plan beyond the initial 24 hours. The Contractor or DFSM for FFS members is responsible for care coordination and ~~medically necessary~~ covered services (which may include follow up stabilization services) post-24 hours, the RBHA will remain responsible for any costs associated with follow up phone calls related to the crisis episode post-24 hours.<sup>39</sup>

Contractors shall notify appropriate parties when a shared member engages in the crisis system. Contractors are responsible for timely follow up and care coordination for these members after receiving crisis service, to ensure stabilization of the member and appropriate delivery of ongoing necessary treatment and services. Refer to Contract/IGA for additional Crisis Services requirements. When a member is enrolled in a TRBHA or Tribal ALTCS program, care coordination shall occur between the member's enrolled program and the RBHA and crisis providers serving the member. TRBHAs are responsible for crisis services as outlined in their IGA.

a. Telephonic Crisis Intervention Services (Telephone Response)

Telephonic crisis intervention services provide triage, referral, and telephone-based support to persons in crisis, the service may also include a follow-up call to ensure the person is stabilized. While some situations may be resolved on the telephone, other situations may require face-to-face intervention where the provider must be able to refer to the most appropriate intervention (e.g. call 911, dispatch mobile team, referral to crisis intervention services). Telephonic crisis intervention services shall be provided by individuals who are qualified BHPs and/or BHTs supervised by BHPs,

b. Mobile Crisis Intervention Services (Mobile Crisis Teams)

Mobile crisis intervention services are provided by a mobile team/individual who travels to the place where the individual is having the crisis (e.g. individual's place of residence, emergency room, jail, community setting). Mobile crisis intervention services include reasonable efforts to stabilize acute psychiatric or behavioral symptoms, evaluate treatment needs, and develop plans to meet the individual's immediate needs,

Mobile crisis intervention services shall be provided on reservation when right of entry has been granted by the Tribe.

- i. Mobile crisis intervention services shall be provided by qualified BHPs or BHTs supervised by BHPs. If a BHT is providing the mobile crisis intervention services, a BHP must be directly available for consultation. If a two-person team responds, one individual may be a BHPP, including a Peer or

<sup>38</sup> Change from Covered BH Services Guide – Added from AHCCCS FAQs

<sup>39</sup> Change from Covered BH Services Guide – Added from AHCCCS FAQs

- Family member, provided he/she has supervision and training as currently required for all mobile team members,
- ii. Individuals providing this service shall have a means of direct communication, such as a cellular phone or radio for dispatch, that is available at all times,
  - iii. Individuals providing mobile crisis intervention services shall be trained in first aid, Cardiopulmonary Resuscitation (CPR), and non-violent crisis resolution, and
  - iv. <sup>40</sup>Mobile crisis teams shall have the capacity, when clinically indicated, to transport the individual to a more appropriate facility for further care.
    - 1) Greater AZ RBHAs – Mobile crisis teams shall respond on site within the average of 90 minutes of receipt of the crisis call. Average of 90 minutes is calculated by utilizing the monthly average of all crisis call response times.
    - 2) Maricopa County RBHA - Mobile crisis teams shall respond on site within the average of 60 minutes of receipt of the crisis call. Average of 60 minutes is calculated by utilizing the monthly average of all crisis call response times.
- c. Facility-Based Crisis Intervention Services
- Facility-based crisis intervention is an immediate and unscheduled behavioral health service provided: (a) in response to an individual’s behavioral health condition to prevent imminent harm, to stabilize or resolve an acute behavioral health issue, and (b) at an ADHS licensed inpatient facility or outpatient treatment center in accordance with 9 A.A.C. 10. Individuals may walk-in or be referred/transported to these settings.

Facility-based crisis intervention services must be provided by individuals who are qualified BHPs and/or BHTs/BHPPs supervised by BHPs.

Emergent and non-emergent medical transportation from the Crisis Observation and Stabilization Unit to another level of care or other location shall be the responsibility of the ACC, CMDP, DDD, EPD Contractors or AIHP, regardless of the timing within the crisis episode.

Generally, the ACC, CMDP, DDD, EPD Contractors or AIHP is responsible for covering transportation to and from providers for services which are their responsibility. Transportation during a crisis episode to a crisis service provider is the responsibility of the RBHA.

## 9. Inpatient Services

Inpatient services are provided by ADHS licensed inpatient facilities in accordance with Title 9, Chapter 10 of the Arizona Administrative Code (A.A.C.). IHS/638 facilities are subject to CMS certification requirements. These facilities provide a

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<sup>40</sup> Change from Covered BH Services Guide – Expanded to include mobile crisis requirements by RBHA

structured treatment setting with 24-hour supervision and an intensive treatment program, including medical support services. For information regarding Institutions for Mental Diseases, refer to ACOM Policy 109.

Inpatient services (including room and board) are further classified into the following subcategories:

a. Hospital

Hospital services provide continuous treatment with 24-hour nursing supervision and physicians on site and on call that includes general psychiatric care, medical detoxification, and/or forensic services in a general hospital, a general hospital with a distinct psychiatric unit, or a freestanding psychiatric facility. Services provided in hospitals are inclusive of all services, supplies, accommodations, staffing, and equipment,

i. General and freestanding hospitals may provide services to members if the hospital:

- 1) Meets the requirements of 42 CFR. 440.10 and CFR. Title 42, Chapter IV, Subchapter G, Part 482.
- 2) Is licensed pursuant to A.R.S. Title 36, Chapter 4 and A.A.C. Title 9, Chapter 10.

ii. Prior authorization is required for Bed Hold/Therapeutic Leave,

iii. <sup>41</sup>Bed Hold or home pass are days in which the facility reserves the member's bed, or member's space in which they have been residing, while the member is on an authorized/planned overnight leave from the facility for the purposes of Therapeutic leave (i.e. home pass) to enhance psychosocial interaction or as a trial basis for discharge planning. Pursuant to the Arizona State Plan under Title XIX of the Social Security Act:

- 1) For members age 21 and older, therapeutic leave may not exceed nine days, and bed hold days may not exceed 12 days, per contract year (October 1<sup>st</sup> through September 30<sup>th</sup>),
- 2) For members under 21 years of age, total therapeutic leave and/or bed hold days may not exceed 21 days per contract year (October 1<sup>st</sup> through September 30<sup>th</sup>).

b. <sup>42</sup>Behavioral Health Inpatient Facilities (BHIF)

BHIFs provide continuous treatment to a person who is experiencing acute and significant behavioral health symptoms. BHIFs may provide Observation/Stabilization services and Child and Adolescent Residential Treatment Services, in addition to other behavioral health and/or physical health services, as identified under their licensure capacity (A.A.C. R9-10-Article 3),

i. Observation/Stabilization Services

In addition to 24-hour nursing supervision and physicians on site or on call, observation/stabilization services include emergency reception, screening,

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<sup>41</sup> Change from Covered BH Services Guide – Included clarification on Bed Hold and Home Pass; contract year; and not to exceed days.

<sup>42</sup> Change from Covered BH Services Guide – Revised to align with nomenclature used in licensure (e.g. sub-acute and residential treatment center)

assessment, crisis intervention and stabilization, and counseling, and referral to appropriate level of services/care. Refer to the section on facility-based crisis intervention services for more information (A.A.C. R9-10-1016),

- ii. Observation/stabilization services, within a BHIF, shall be provided according to the requirements in A.A.C. R9-10-1012 for Outpatient Treatment Centers,
- iii. ~~Additionally, the facilities must shall~~ meet the requirements for reporting and monitoring the use of Sseclusion and Rrestraint (S&R) as set forth in ~~A.A.C. R 9, 100 225 (Hospitals) and A.A.C. R9 10 317 (BHIF)Arizona Administrative Code. For Outpatient Behavioral Health Facilities, seclusion and restraint shall be provided according to A.A.C. R9 10 1012(B). The use of S&R shall only be used to the extent permitted by and in compliance with A.A.C. R9-21-204 and A.A.C. R9-10-316.~~<sup>43</sup> For additional information and requirements regarding reporting and monitoring of seclusion and restraint, refer to AMPM Policy 962,
- iv. Child and adolescent residential treatment services are behavioral health and physical health services provided by a BHIF to an individual who is under 18 years of age or under 21 years of age and meets the criteria in A.A.C. R9-10-318.

Residential treatment services must be accredited. Additionally, the facility must meet the requirements for seclusion and restraint set forth in 9 A.A.C. R9-10-316 and in accordance with 42 CFR 441 and 42 CFR 483 if the facility has been authorized by DLS to provide seclusion and restraint.

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<sup>43</sup> POST APC CHANGE – To clarify the use of S&R is limited

**310-B<sup>44</sup>****~~DESCRIPTION~~**

~~AHCCCS covers behavioral health services (mental health and/or substance abuse services) within certain limits for all members. The following outlines the service delivery system for behavioral health services.~~

**~~Acute Care Program~~**

~~1. Title XIX and Title XXI Members are eligible to receive medically necessary behavioral health services. Services are provided through the Arizona Department of Health Services and its contracts with Integrated Regional Behavioral Health Authorities (Integrated RBHAs), Regional Behavioral Health Authorities (RBHA) and Tribal Regional Behavioral Health Authorities (TRBHAs). American Indian members may receive behavioral health services from an IHS/638 facility, a TRBHA, or be referred to an Integrated RBHA or RBHA. Services are listed in the amount, duration and scope section of this policy and described with limitations in the ADHS/Behavioral Health Services Guide.~~

~~Managed care primary care providers, within the scope of their practice, who wish to provide psychotropic medications and medication adjustment and monitoring services may do so for members diagnosed with Attention Deficit Disorder/Attention Deficit Hyperactivity Disorder, depressive (including postnatal depression) and/or anxiety disorders. There are two appendices, AMPM Appendix E for children and adolescents and AMPM Appendix F for adults. For each of the three named diagnoses there are clinical guidelines that include assessment tools and algorithms. The clinical guidelines are to be used by the PCPs as an aid in treatment decisions.~~

**~~2. Arizona Long Term Care System(ALTCS)Program~~**

~~ALTCS members are eligible to receive medically necessary behavioral health services through ALTCS Contractors, Tribal Contractors, Department of Economic Security/ Division of Developmental Disabilities, and AHCCCS registered Fee For Service (FFS) providers. Refer to the ADHS Behavioral Health Services Guide and AMPM Chapters 1200 and 1600 of this Manual for additional information regarding ALTCS behavioral health services.~~

**~~AMOUNT, DURATION AND SCOPE~~**

~~Covered behavioral health services for Acute and ALTCS members include, but are not limited to:~~

- ~~1. Inpatient hospital services~~
- ~~2. Inpatient Behavioral Health facility services~~
- ~~3. Institution for mental disease with limitations (refer to AMPM Chapter 100)~~

<sup>44</sup> AMPM Policy 310-B as currently published is deleted and replaced with new 310-B language that precedes this section.

- ~~4. Behavioral health counseling and therapy, including electroconvulsive therapy~~
- ~~5. Psychotropic medication~~
- ~~6. Psychotropic medication adjustment and monitoring~~
- ~~7. Respite care. The combined total of short term and/or continuous respite care cannot exceed 600 hours per benefit year.~~
- ~~8. Partial care (supervised day program, therapeutic day program and medical day program)~~
- ~~9. Behavior management (behavioral health home care training, behavioral health self help/peer support)~~
- ~~10. Psychosocial rehabilitation (skills training and development, behavioral health promotion/education, psycho-educational services, ongoing support to maintain employment, and cognitive rehabilitation)~~
- ~~11. Screening, evaluation and assessment~~
- ~~12. Case management services~~
- ~~13. Laboratory, radiology, and medical imaging services for diagnosis and psychotropic medication regulation~~
- ~~14. Emergency and non-emergency medically necessary transportation~~
- ~~15. Behavioral health supportive home care services, and/or~~
- ~~16. Emergency behavioral health services for managed care and FFS members who are not in the FESP (refer to AMPM Chapter 1100 for all requirements regarding FESP). a. Emergency behavioral health services are described under A.A.C. R9-22-210.1Emergency Behavioral Health Services for Non FES members. An emergency behavioral health condition is a condition manifesting itself by acute symptoms of sufficient severity, including severe pain, such that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in: i. Placing the health, including mental health, of the member in serious jeopardy (this includes serious harm to self)  
ii. Serious impairment to bodily functions  
iii. Serious dysfunction of any bodily organ or part, or  
iv. Serious physical harm to another person~~



~~Acute symptoms include severe psychiatric symptoms.~~

~~i. An emergency behavioral health evaluation is covered as an emergency behavioral health service if:~~

~~ii. Required to evaluate or stabilize an acute episode of mental disorder or substance abuse, and~~

~~iii. Provided by a qualified provider who is: (a) A behavioral health medical practitioner as defined in A.A.C. R9-22, Article 1, including a licensed psychologist, a licensed clinical social worker, a licensed professional counselor, a licensed marriage and family therapist, or~~

~~(b) An ADHS/DBHS contracted provider~~

~~A provider is not required to obtain prior authorization for emergency services. Regarding emergency services, refer to AMPM Exhibit 310-1 for a reprint of A.A.C. R9-22-210.01 that describes general provisions for responsible entities, payment and denial of payment, notification requirements and post-stabilization requirements.~~

~~Refer to A.A.C. R9-22-217 and Chapter 1100 of this Manual for information regarding behavioral health services for members eligible for services through the Federal Emergency Services Program.~~

~~Refer to AMPM Chapter 1200 for more information regarding behavioral health services for members eligible for the ALTCS program. Also refer to the Policy for Management of Acute Behavioral Health Situations found in Appendix H for information regarding ALTCS members residing in Nursing Facilities requiring behavioral health intervention.~~

~~— Refer to the Behavioral Health Services Guide for further information on AHCCCS covered behavioral health services and settings. Room and Board~~