

Medicaid Upfront – Contracting Standards and Payment Guidance

Managed Care Contract Standards

- <https://www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/500/590.pdf>
- 12 page document that summarizes managed care contract expectation for Crisis System serving all Arizonans
- Requirements for call center standards including education, answer times, technology capabilities
- Standards for mobile crisis intervention services including response times, staffing, law enforcement support
- Standards for facility-based crisis services including that all individuals be served including 15 min. or less intake from law enforcement

State Reporting Requirements

- <https://www.azahcccs.gov/BehavioralHealth/CrisisReportingTemplates.html>
- Reporting tools that provide information to State on 3 core components of Crisis System

Billing Guidance

- https://www.azahcccs.gov/PlansProviders/Downloads/FFSProviderManual/FFS_Chap19BehavioralHealth.pdf
- Pages 20-24 provide billing instructions for providers on the codes allowed for each the core 3 Crisis Services