

APPENDIX A  
COCHISE HEALTH SYSTEMS  
POLICIES

CHS (Shared by all Sections)

CHS001	<a href="#">Member Grievances (Expressions of Dissatisfaction) &amp; Provider Complaints-Issues Process</a>
CHS001.FM1	<a href="#">Member/Provider Express Diss-Com Form</a>
CHS001.FM2	<a href="#">Member/Provider Year End Report</a>
CHS001.FM3	<a href="#">Member/Provider Log</a>
CHS001.FM4	<a href="#">Member/Provider Flow Chart</a>
CHS003	<a href="#">Interpreter and Translation Services</a>
CHS003.FM1	<a href="#">Interpreter and Translation Services Log</a>
CHS003.FM2	<a href="#">Interpreter Services Training Sheet</a>
CHS005	<a href="#">Self Directed Attendant Care</a>

ADMINISTRATION

ADM006-H/CM082-H	<a href="#">Release of Protected Health Information</a>
ADM011	<a href="#">Mainstreaming of ALTCS Members</a>
<b>Cultural Competency Plan</b>	<b><a href="#">Cultural Competency Plan</a></b>
ADM012-H/CM081-H	<a href="#">Notice of Privacy Practices</a>
ADM012-H/CM081-H.FM1	<a href="#">Notice of Privacy Practices</a>
ADM012-H/CM081-H.FM1	<a href="#">Notice of Privacy Practices Spanish</a>
ADM022	<a href="#">Sanctions Policy</a>

BEHAVIORAL HEALTH

BH001	<a href="#">Identification, Coordination, Referral and Review Process</a>
BH002	<a href="#">Prior Authorization Procedure</a>
BH004	<a href="#">Behavioral Health Quarterly Consults</a>
BH004.FM1	<a href="#">CM Consultation for Behavioral Health Services</a>
BH004.FM2	<a href="#">CM Tracking for Behavioral Health Services</a>
	<a href="#">Members under 21 (EPSDT)</a>
BH006	<a href="#">Behavioral Tracking for EPSDT Members</a>
BH009	<a href="#">Crisis Services</a>
BH010	<a href="#">Behavioral Unit Placement</a>

CASE MANAGEMENT

CM001	<a href="#">Covered ALTCS Services</a>
CM001A-UM078	<a href="#">Notice of Action/Appeal/State Fair Hearing</a>
CM012	<a href="#">Placement Protocol</a>
CM013	<a href="#">Primary Care Physician Assignments</a>
CM014	<a href="#">Admission Criteria to Wandering Dementia Program</a>
CM025	<a href="#">Level of Care</a>
CM032	<a href="#">Program Contractor Change Request for Members to another Program Contractor</a>
<b>CM039-UM079</b>	<b><a href="#">Non Emerg Transportation authorization</a></b>
CM039.FM1-UM079.FM1	<a href="#">Non Emerg Transp Provider Lists</a>
<b>CM043</b>	<b><a href="#">Attendant Care</a></b>
CM044	<a href="#">Attendant Care Monitoring</a>
CM049	<a href="#">Personal Care Supervision</a>
CM050	<a href="#">Housekeeping Supervision</a>
CM058	<a href="#">Bed Hold Policy</a>
CM068	<a href="#">Program Contractor Change Requested by other Program Contractor to Cochise Health Systems</a>
CM069	<a href="#">Coordination of Benefits Third Party Liability</a>
CM070	<a href="#">Case Management Assistance in Share of Cost and Room and Board Collection</a>
CM074	<a href="#">Transition Activities</a>
CM075	<a href="#">Transfer of Medical Records</a>
CM083	<a href="#">Contingency Plan for Gaps in Service</a>
<b>CM087</b>	<b><a href="#">Spouse as Paid Attendant</a></b>

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CONTRACTS

CON003	<a href="#">Credentialing Organizational Providers</a>
CON012	<a href="#">Provider Network Communication</a>
CON016	<a href="#">Provider Service Monitoring</a>
CON017	<a href="#">Physician Accessibility Survey</a>
CON017A	<a href="#">Specialist Provider Accessibility Survey</a>
CON018	<a href="#">Credentialing</a>
CON019	<a href="#">Credentialing of Medical Providers</a>
CON025	<a href="#">Non-emergent Transportation Schedule Monitoring</a>

FINANCE

FIN011	<a href="#">Claims Recoupment</a>
FIN025	<a href="#">Third Party Liability Collections</a>
FIN027	<a href="#">Prior Period Coverage</a>
FIN030	<a href="#">Post Payment Claims Review</a>
FIN031	<a href="#">Post Payment Claims Review for Pharmacies</a>
FIN032	<a href="#">Skilled Nursing Facility Trust Account Monitoring</a>
FIN035	<a href="#">Claim Payment Priority</a>
FIN037	<a href="#">Payment of Slow Pay Penalty/Interest</a>

GRIEVANCE AND APPEALS

GRV001A	<a href="#">Grievance and Appeals Process for Members</a>
GRV001A.FM1	<a href="#">Member Grievance &amp; Appeal Log</a>
GRV001B	<a href="#">Grievance and Appeals Process for Providers</a>
GRV001B.FM1	<a href="#">Provider Claim Dispute Log</a>

QUALITY MANAGEMENT

QM PLAN	<a href="#">QM &amp; Performance Improvement Plan &amp; Review</a>
QM001	<a href="#">Medical Director QM/UM Involvement</a>
QM002	<a href="#">QM Program Overview</a>
QM002B	<a href="#">Quality of Care Concerns</a>
QM002B.FM1	<a href="#">Concern Form</a>
QM002C	<a href="#">Fraud &amp; Abuse Prevention/Detection/Reporting</a>
QM002D	<a href="#">Nursing Facility Retrospective Chart Review</a>
QM002D.FM1	<a href="#">Chart Review Form</a>
QM002E	<a href="#">Nursing Facility Performance Measure Review</a>
QM002E.FM2	<a href="#">Nursing Facility Information Tracking Form</a>
QM002F	<a href="#">PCP's Member Medical Record Reviews</a>
QM002F.FM1	<a href="#">PCP Office Review Form</a>
QM002G	<a href="#">Service Site Reviews</a>
QM003	<a href="#">Quality Management/Performance Improvement Committee</a>
QM003A	<a href="#">Peer Review/Credentialing Committee</a>
QM003C	<a href="#">Peer Review Process</a>
QM003D	<a href="#">Provider Profiling for Medical Providers</a>
QM003E	<a href="#">Provider Profiles of Organizational Providers</a>
QM004	<a href="#">Assessment of Services</a>
QM004A-CM090	<a href="#">Pressure Ulcer Review</a>
QM005E	<a href="#">QM/Performance Improvement Annual Plan Revision</a>
QM005L	<a href="#">Pregnancy Termination and Reporting</a>
QM005M	<a href="#">Management Members with Special Care/Need/Disease Mgmt</a>
QM006	<a href="#">Continuity of Care</a>
QM006A	<a href="#">Member/Provider Council</a>
QM010	<a href="#">Prior Period Coverage (see Salmon Section for Protocols)</a>
QM0012A	<a href="#">Formulary Management/Pharmacy Services</a>
QM0013	<a href="#">Timely &amp; Confidential Exchange of Clinical Information Among Providers</a>

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UTILIZATION MANAGEMENT

UM PLAN	<a href="#">UM Plan</a>
UM002	<a href="#">Process for Prior Authorization</a>
UM003	<a href="#">Services Requiring Prior Authorization</a>
UM004	<a href="#">Services Not Requiring Prior Authorization</a>
UM005	<a href="#">Protocols (see Blue Section for Protocols)</a>
UM005A	<a href="#">New and Existing Medical Technologies</a>
UM006	<a href="#">LTC Placements from a Hospital Setting</a>
UM007A	<a href="#">UM Program/Prospective Review</a>
UM007B	<a href="#">UM Program/Concurrent Review</a>
UM007C	<a href="#">UM Program/Retrospective Review &amp; Information</a>
UM008	<a href="#">Pre Payment Medical Review of Claims</a>
UM008 ATTACHMENT	<a href="#">Claims – What is reviewed?</a>
UM008.FM1A	<a href="#">Medical Review Sheet Request for information</a>
UM008.FM1B	<a href="#">Medical Review Sheet Denial of Claim</a>
UM008A	<a href="#">Post Payment Medical Review of Claims</a>
UM010	<a href="#">Confidentiality and Release of Member Medical Records</a>
UM011	<a href="#">Medication Utilization Review</a>
UM013	<a href="#">Disease Management</a>
UM013 ATTACHMENT E	<a href="#">Disease Management Member Data Form</a>
UM013.FM1	<a href="#">Clinical Practice Guideline Diabetes Management</a>
UM013.FM2	<a href="#">Clinical Practice Guideline Flu/Pneu Vaccination Mgmt</a>
UM013.FM3	<a href="#">Clinical Practice Guideline GERD Management</a>
UM013.FM4	<a href="#">Clinical Practice Guideline Osteoporosis Management</a>
UM013.FM5	<a href="#">Clinical Practice Guideline COPD Management</a>
UM013.FM6	<a href="#">Clinical Practice Guideline CHF Management</a>
UM013.FM7	<a href="#">Clinical Practice Guideline Obesity Management</a>
UM013.FM8	<a href="#">Clinical Practice Guideline Sleep Related Breathing Disorders</a>
UM013.FM11	<a href="#">Clinical Practice Guidelines Alzheimer Management</a>
UM013.FM12	<a href="#">Clinical Practice Guidelines Shingles Management</a>
UM013.FM13	<a href="#">Clinical Practice Guideline Acute Bronchitis</a>
UM013.FM14	<a href="#">Clinical Practice Guideline Pressure Ulcers</a>
UM014-CM089	<a href="#">Tobacco Cessation Product Policy</a>
UM014.FM1-CM089	<a href="#">Prior Auth Form for Tobacco Cessation Product</a>
UM050	<a href="#">Early Periodic Screening Diagnosis and Treatment (EPSDT) Services</a>
UM051	<a href="#">EPSDT Member Notification</a>
UM052/CM084	<a href="#">CRS</a>
UM053/CM085	<a href="#">Briefs for Disabled Children</a>
UM075	<a href="#">Family Planning Service</a>
UM076	<a href="#">Maternity Care Services</a>
UM077	<a href="#">Sterilizations</a>
CM001A/UM078	<a href="#">Notice of Actions</a>