

APPENDIX A
COCHISE HEALTH SYSTEMS
POLICIES

CHS (Shared by all Sections)

CHS001	Member Grievances (Expressions of Dissatisfaction) & Provider Complaints-Issues Process
CHS001.FM1	Member/Provider Express Diss-Com Form
CHS001.FM2	Member/Provider Year End Report
CHS001.FM3	Member/Provider Log
CHS001.FM4	Member/Provider Flow Chart
CHS003	Interpreter and Translation Services
CHS003.FM1	Interpreter and Translation Services Log
CHS003.FM2	Interpreter Services Training Sheet
CHS005	Self Directed Attendant Care
CHS007	Provider Network Communication

ADMINISTRATION

ADM006-H/CM082-H	Release of Protected Health Information
ADM011	Mainstreaming of ALTCS Members
Cultural Competency Plan	Cultural Competency Plan
ADM012-H/CM081-H	Notice of Privacy Practices
ADM012-H/CM081-H.FM1	Notice of Privacy Practices
ADM012-H/CM081-H.FM1	Notice of Privacy Practices Spanish
ADM022	Sanctions Policy

BEHAVIORAL HEALTH

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

CASE MANAGEMENT

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

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CONTRACTS

CON003	Credentialing Organizational Providers
CON016	Provider Service Monitoring
CON017	Physician Accessibility Survey
CON017A	Specialist Provider Accessibility Survey
CON018	Credentialing
CON019	Credentialing of Medical Providers
CON025	Non-emergent Transportation Schedule Monitoring
CON028	Member Service Monitoring

FINANCE

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

GRIEVANCE AND APPEALS

GRV001A	Grievance and Appeals Process for Members
GRV001A.FM1	Member Grievance & Appeal Log
GRV001B	Grievance and Appeals Process for Providers
GRV001B.FM1	Provider Claim Dispute Log

QUALITY MANAGEMENT

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

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UTILIZATION MANAGEMENT

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