

Chapter 1

WELCOME

Welcome to the Comprehensive Medical Dental Program (CMDP), the Arizona Health Care Cost Containment System (AHCCCS) health plan within the Department of Child Safety (DCS). CMDP provides coverage for children who are in out-of-home care, in the custody of DCS, Arizona Department of Juvenile Corrections or Arizona Juvenile Probation Offices.

CMDP believes that Arizona's commitment to children's health care is an investment in the future of Arizona. We welcome your help as we work together to provide quality and timely health care services for Arizona's children in out-of-home care.

Program Mission

The Comprehensive Medical and Dental Program promotes the wellbeing of Arizona's children in foster care by ensuring, in partnership with the foster care community, the provision of appropriate and quality health care services.

CMDP's primary objectives are to:

- Proactively respond to the unique healthcare needs of Arizona's children in foster care.
- Ensure the provision of high quality, clinically appropriate, and medically necessary healthcare, in the most cost effective manner.
- Promote continuity of care and support caregivers, custodians, and guardians through integration and coordination of services.

Program Overview

CMDP is a program administered by the Department of Child Safety. CMDP provides medical and dental services for children in:

- Foster homes;
- The custody of DCS and placed with a relative;
- The custody of DCS and placed in a certified adoptive home prior to the entry of the final order of adoption;
- The custody of DCS and in an independent living program as provided in Arizona Revised Statutes (A.R.S.) § 8-521; and
- The custody of a probation department and placed in out of home care.

CMDP complies with Arizona Health Care Cost Containment System (AHCCCS) regulations to cover children in foster care who are eligible for Medicaid (Title XIX) services. CMDP also covers children in foster care who are not Medicaid eligible.

- CMDP covers a full scope of services, ranging from immunizations, well checks, and prescriptions to surgery and hospitalizations. *See Chapter 5 for covered and non-covered services.*

- CMDP professional staff and consultants perform consultation, peer review, prior authorization, utilization, and quality management functions to optimize the delivery of high quality services appropriate to the needs of each child.
- Providers are reimbursed for medically necessary services at the AHCCCS fee-for-service schedule as outlined in State Statute ARS8-512 (e-f). For children residing outside of Arizona, CMDP is responsible for reimbursing any medically necessary service not otherwise covered by the receiving state's Medicaid program.
- CMDP members residing must select a Primary Care Provider (PCP). CMDP encourages the selection of a PCP from providers in CMDP's Preferred Provider Network (PPN). The PPN includes Primary Care Physicians, primary care obstetricians, and dentists, as well as a number of specialists who provide services often utilized by children in care.
- CMDP is the acute care AHCCCS health plan for Arizona's children in care, and in accordance with the Deficit Reduction Act (DRA), we cannot reimburse providers for more than the state Medicaid fee schedule. All providers (including out of state) must register with AHCCCS and are required to accept the AHCCCS fee schedule.

CMDP Support

The following is a summary of some ways in which CMDP staff assist and support providers:

- Assist in management of members who do not follow through on appointments and/or treatment;
- Provide assistance regarding member, provider, or agency concerns;
- Act as a liaison with the member's custodial agency representative-the DCSS in order to obtain health care history and or legal consent to perform procedures;
- Facilitate clean claims for authorized services within 30 days;
- Provide information regarding referrals to CMDP registered providers;
- Assist with member referrals to community programs (e.g. Women, Infants and Children Program [WIC], Headstart, Children's Rehabilitative Services [CRS], Regional Behavioral Health Authority [RBHA], and the Arizona Early Intervention Program [AzEIP]);
- Perform inpatient reviews;
- Coordinate medical care for at-risk children;
- Facilitate prior authorization for urgent conditions within 3 business days, and for non-urgent conditions within 14 calendar days;
- Process all informal and formal grievances for members and providers; and
- Conduct periodic site and chart reviews.

CMDP Provider Manual

The *CMDP Provider Manual* has been developed to assist you in providing care to CMDP members and obtaining reimbursement. The key to success in any working relationship is good communication between all the parties involved. This manual is intended to be a communication tool and reference guide. CMDP is committed to working with our providers and keeping you informed. Provider Services staff members are the liaison between your office and CMDP. We will assist you with any situation that may arise with provider issues. This can include, but is not limited to, keeping you informed of any changes in AHCCCS or CMDP policy and programs, answering or researching your questions about claims and explaining covered services as they relate to medical, dental, and behavioral health

treatment of a member. Provider Services staff are available Monday through Friday from 8am-5pm to assist you.

Member Services staff is also available to verify eligibility of CMDP members, and assist in problem resolution with members who do not keep appointments or follow medical directions. Member Services staff can be reached Monday through Friday from 8am-5pm at (602) 351-2245 or (800) 201-1795.

CMDP develops and maintains written policies and procedures. All policies and procedures have been written to implement state and federal laws and regulations as well as AHCCCS rules and policies. The *CMDP Provider Manual* policies and procedures apply to all network and non-network providers. Copies of specific CMDP policies are available upon request by calling Provider Services at (602) 351-2245 or (800) 201-1795.

The Provider Manual will be updated on an ongoing basis. CMDP Provider Services will formally communicate these updates to you.

DEPARTMENT OF CHILD SAFETY

Comprehensive Medical and Dental Program

Site Code C010-18

P.O. Box 29202

Phoenix, Arizona 85038-9202

(602) 351-2245; (800) 201-1795

English – Option 1, Spanish - Option 2,
Translation services other than Spanish - Option 3

Customer Service Phone List

Pharmacy Services	Option 5
Provider Services	Option 2
Eligibility	Option 1
Claims	Option 2
Dental PAs	Option 3
Medical PAs	Option 4
Behavioral Health	Option 5
Hospital Information	Option 6
Provider Questions	Option 7
Member Caregiver or Case Manager	Option 3
Eligibility, ID Cards, Member Questions	Option 1
Behavioral Health	Option 2
Provider Services	Option 3
Medical Questions	Option 4
Member Claims	Option 5
FAX Line Numbers:	
Claims	(602) 265-2297
Member, Provider Services	(602) 264-3801
Health Services, including Behavioral Health and Dental	(602) 351-8529
General	(602) 255-3551

CMDP Website: <https://dcs.az.gov/cmdp>