



# Provider Review

## Children’s Rehabilitative Services (CRS)

Effective October 1, 2018, the Children’s Rehabilitative Services (CRS) benefit for children and youth in out-of-home care will change from UnitedHealthcare Community Plan to Comprehensive Medical Dental Program (CMDP).

### What does that mean for the children and youth with CRS benefits?

CMDP members will still be able to use the same pharmacies and providers they have used in the past.

CMDP will screen, evaluate, provide medical treatment and rehabilitation for members up to age 18 with a CRS qualifying chronic and disabling condition (s). Some examples of a CRS condition include, but are not limited to:

- heart conditions present at birth,
- cerebral palsy,
- birth defects such as spina bifida,
- cleft lip and/or palate,
- clubfoot or dislocated hips and
- metabolic disorders.

Behavioral health services previously covered by UnitedHealthcare will be covered by the Regional Behavioral Health Authorities (RBHAs) effective October 1, 2018

CMDP members with a CRS designation will continue with their assigned Multi-Specialty Interdisciplinary Clinic (MSIC). MSIC’s offer the opportunity for multiple specialties meet with child/youth and their families for the purpose of providing coordinated interdisciplinary services. The MSICs are located in Flagstaff, Phoenix, Tucson and Yuma. They offer an array of specialty care services that include, but are not limited to: audiology, cardiology, genetics, neurology, orthopedic surgery, therapy (OT, PT, and Speech), nutrition, and urology.

We understand that with change come questions or concerns. The new CMDP CRS Team is available to assist to obtain the needed services and community resources for members with CRS benefits. CMDP staff is available to respond to you either by telephone or email. Email: [CMDPNurse@azdcs.gov](mailto:CMDPNurse@azdcs.gov) Phone: 602-771-1388. Stay tuned for updates and information on our website.

For more information on the CRS transition, visit the AHCCCS website at

<https://www.azahcccs.gov/AHCCCS/Initiatives/AHCCSCompleteCare/CRS/>.

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## New Member ID Cards for CMDP

Each CMDP member is provided a health plan identification (ID) card, new ID cards will be distributed in the month of October. Providers should request to see the member's CMDP ID card each time a member presents themselves for services. If they do not have their card, CMDP members can also use the Department of Child Safety (DCS) Notice to Providers form if they have not received their ID card prior to their appointment.

The CMDP ID card has an unique identifying number that starts with 00. The CMDP ID number is different than the AHCCCS ID number. Make a copy of the member's CMDP ID card to ensure use of the correct ID number at future visits.

Please call CMDP Member Services during standard business hours at 602-351-2245 or 1-800-201-1795 to verify eligibility and enrollment.

Example of new CMDP ID Card.

<b>Arizona Health Care Cost Containment System</b>		<b>ARIZONA</b> DEPARTMENT <i>of</i> CHILD SAFETY Comprehensive Medical and Dental Program
<b>Health Plan:</b>	<b>CMDP</b>	
<b>Member Name:</b>		
<b>Member ID:</b>		
<b>AHCCCS ID:</b>		
<b>Behavioral Health Plan (RBHA):</b>		
<b>RHBA Customer Service:</b>		
<b>CRISIS/24 Hour Line:</b>		
<b>CMDP MEMBER SERVICES AND PRIOR AUTHORIZATION</b> 602-351-2245 • 1-800-201-1795 • DCS.AZ.GOV/CMDP		

	<b>OPTUMRx<sup>®</sup></b>
<b>Pharmacy Helpline:</b>	1-855-577-6310
<b>RxBIN:</b>	0015533
<b>RxPCN:</b>	AZMCMDDP
<p>Carry this card with you at all times. Present it when you get service. You may be asked for a picture ID. Using the card inappropriately is a violation of the law. This card is not a guarantee for services. To verify benefits, visit <a href="http://DCS.AZ.GOV/CMDP">DCS.AZ.GOV/CMDP</a>.</p>	
<p><b>Notice to Providers:</b> Do not request payment for co-pays or any other charges from the member. Bill CMDP directly for all charges.</p>	

## Standard Framework for Levels of Integrated Healthcare

This year's awards and implementation for the AHCCCS Complete Care Contracts highlights the Arizona Medicaid system's move to integrate healthcare within health plans.

Did you know that <sup>1</sup>SAMSHA has resources for healthcare providers to assess and implement integrated healthcare too?

SAMHSA-<sup>2</sup>HRSA Center for Integrated Health Solutions developed *A Standard Framework for Levels of Integrated Healthcare* in 2013. This tool provides information with which providers can assess their practice's level of integrated care delivery and offer ideas for enhancing current practice toward integrated delivery. The tool describes how the three elements of integration (Communication, Proximity and Practice Change) impact service delivery, patient experience, organization, the business model as well as advantages and weaknesses of each level of integrated healthcare delivery.

[https://www.integration.samhsa.gov/integrated-care-models/A\\_Standard\\_Framework\\_for\\_Levels\\_of\\_Integrated\\_Healthcare.pdf](https://www.integration.samhsa.gov/integrated-care-models/A_Standard_Framework_for_Levels_of_Integrated_Healthcare.pdf)

More advanced information, tools and training on integrated healthcare can be found at:

<https://www.integration.samhsa.gov/> and

<https://www.azahcccs.gov/PlansProviders/TargetedInvestments/corecomponents/pediatricambulatory-pcpandbh.html>

<sup>1</sup>SAMSHA: The Substance Abuse and Mental health Services Administration

<sup>2</sup>HRSA: The US Department of Health and Human Services - Health Resources and Services Administration

## Seven Facts for Advocating within the Behavioral Health System:

With activation of AHCCCS Complete Care Contracts on October 1<sup>st</sup>, 2018 there will be a lot of changes for the Arizona Medicaid system. However, for CMDP Membership fewer changes will occur. Here is a summary of what to expect from the AZ Medicaid System for CMDP and Behavioral Health Services to CMDP members.

CMDP:

1. CMDP will continue to provide medical and dental coverage for children in out-of-home DCS care.
2. CMDP will take responsibility for all medical coverage for children in out-of-home DCS care with a qualifying CRS diagnosis.

Regional Behavioral Health Authorities (RBHAs):

3. RBHAs will continue to provide Behavioral Health coverage for youth in out-of-home DCS care.
4. RBHAs will take responsibility for Behavioral Health coverage of CMDP members with a qualifying Children's Rehabilitative Services (CRS) diagnosis.
5. RBHAs will continue to serve in their current Geographic Service Areas.
6. The Three RBHAs are rebranding and transitioning to different organizational names.
  - A. Mercy Maricopa Integrated Care (MMIC) → Mercy Care  
Maricopa County AND  
Select Pinal County zip codes: 85120, 85140, 85143, 85220, 85240, 85243  
Children's Services Liaison: 480.751.8471
  - B. Cenpatico Integrated Care (CIC) → Arizona Complete Health  
Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz, Yuma  
Children's Services Liaison: 520.809.6432
  - C. Health Choice Integrated Care (HCIC) → Steward health Care  
Apache, Coconino, Gila, Mohave, Navajo, Yavapai  
Children's Services Liaison: 928.214.2370

7. If you have any challenges connecting with a child's Behavioral Health Prescriber or provider, the assigned RBHA is an excellent source of support.

For more information visit: <https://www.azahcccs.gov/Members/AlreadyCovered/MemberResources/Foster/>

## E-Prescription, are you ready?

In response to the opioid epidemic in our country, Arizona implemented the "2018 Opioid Epidemic Act". This act was built upon the already established processes of the Prescription Monitoring Program (2017). This mandate ensures providers check the PMP before prescribing an opioid analgesic or benzodiazepine controlled substance listed in schedule II, III or IV for a patient. They shall obtain a patient utilization report regarding the patient for the preceding 12 months from the controlled substances prescription monitoring program's central database tracking system at the beginning of each new course of treatment and at least quarterly while that prescription remains a part of the treatment<sup>1</sup>.

Beginning January 1, 2019, providers must submit an electronic prescription to a pharmacy for a schedule II drug that is an opioid. This will be required in Maricopa, Pima, Pinal, Yavapai, Mohave and Yuma counties, this same requirement becomes effective in Greenlee, La Paz, Graham, Santa Cruz, Gila, Apache, Navajo, Cochise and Coconino counties on July 1, 2019. This is a statutory mandate to all dispensing pharmacies<sup>2</sup>.

There has been some confusion to this rule. The e-prescription requirement stipulated in SB1001 is only specific for the transmission of a schedule II opioid drug from a practitioner to the pharmacy. Practitioners may continue to issue non opioid prescriptions in the usual compliant manner, however prescribers who install a DEA compliant EMR system will most likely utilize the technology available within the system to issue ALL prescriptions for both controlled and non-controlled substances in an electronic format.

Other limitations of opioid dispensing under the AZ opioid epidemic act created limitations in the prescribing length for initial opioid usage. As of April 26, 2018, a health professional shall limit the initial prescription for a schedule II opioid to not more than a five-day supply, except an initial opioid prescription following a surgical procedure is limited to a 14-day supply. (A.R.S. § 32-3248).

There are exemptions however; the initial prescription 5-day supply limitation does not apply if:

- a) The prescription is following a surgical procedure. Surgical procedure prescriptions are limited to a 14-day supply;
- b) The patient has an active oncology diagnosis;
- c) The patient has a traumatic injury, excluding a surgical procedure;
- d) The patient is receiving hospice care, end-of-life care, palliative care, treatment for burns or skilled nursing care;
- e) The patient is receiving MAT for a substance use disorder; or
- f) The patient is an infant being weaned off opioids at the time of hospital discharge.

As oral healthcare providers some of these exemptions apply to procedures we routinely perform.

If you still need clarification the Arizona State Board of Pharmacy website can help <https://pharmacy.az.gov>

### Reference

1- AZ 36-2606. (n.d.). Retrieved from <https://www.azleg.gov/viewDocument/?docName=http://www.azleg.gov/ars/36/02606.htm>

2-SB1001 - 531S - Senate Fact Sheet. (n.d.). Retrieved from [https://www.azleg.gov/legtext/53leg/1S/summary/S.100\\_ASENACTED.DOCX.htm](https://www.azleg.gov/legtext/53leg/1S/summary/S.100_ASENACTED.DOCX.htm)

## CMDP Provider Insight

### **Back to School:**

- CMDP covers medications for both school and home, make sure prescriptions include medications for both locations.
- Please ensure that Individualized Education Programs (IEPs) and 504B plans are updated for the current school year.

\*On May 29, 2018, the U.S. Food and Drug Administration (FDA) announced that Allergan has voluntarily recalled one lot of Taytulla (norethindrone acetate and ethinyl estradiol capsules 1 mg/20 mcg and ferrous fumarate 75 mg) softgel combination oral contraceptive capsules. The blister pack's capsule orientation may be arranged incorrectly, such that inactive placebo capsule may be present where active capsule should be. Through a physician report, Allergan identified that four placebo capsules were placed out of sequence in a sample pack of Taytulla. Specifically, the first four days of therapy had four non-hormonal placebo capsules instead of active drug. The product lot number listed on the package should be inspected to clarify if a member's prescription may be affected by this recall; not all members with prescriptions for Taytulla will be affected.

For additional information regarding the recall, please visit the following website: <https://www.fda.gov/Safety/Recalls/ucm609044.htm>

\*On May 31, 2018, Apotex Corp. voluntarily recalled one (1) lot of Fluticasone Propionate Nasal Spray, USP, 50 mcg per spray, 120 Metered Sprays, to the consumer level. The Fluticasone Propionate Nasal Spray USP 50 mcg per spray 120 Metered Sprays has been found to contain small glass particles. The glass particles could block the actuator and impact the functionality of the pump. The issue was discovered through a customer complaint. There is a potential for patients to be exposed to the glass particles and mechanical irritation cannot be ruled out. Local trauma to the nasal mucosa might occur with use of the defective product. To date, Apotex Corp. has not received any reports of adverse events related to recall.

Fluticasone Propionate Nasal Spray USP 50 mcg per spray 120 Metered Sprays is indicated for the treatment of seasonal and perennial allergic rhinitis and for the management of sinus pain and pressure associated with allergic rhinitis in patients 4 to 17 years of age. The affected Fluticasone Propionate Nasal Spray USP 50 mcg per spray 120 Metered Sprays can be identified by the Lot #NJ4501 with an expiration date of 7/2020.

For additional information regarding the recall, please visit the following website:

[https://www.fda.gov/Safety/Recalls/ucm609436.htm?utm\\_campaign=Apotex%20Corp.%20Issues%20Voluntary%20Nationwide%20Recall%20of%20Fluticasone%20Propionate%20Nasal%20Spray&utm\\_medium=email&utm\\_source=Eloqua](https://www.fda.gov/Safety/Recalls/ucm609436.htm?utm_campaign=Apotex%20Corp.%20Issues%20Voluntary%20Nationwide%20Recall%20of%20Fluticasone%20Propionate%20Nasal%20Spray&utm_medium=email&utm_source=Eloqua)

\*On June 4, 2018, Hospira, Inc., a Pfizer company, voluntarily recalled lots 72680LL and 76510LL of Naloxone Hydrochloride Injection, USP, 0.4 mg/mL, 1 mL in 2.5 mL, Carpuject Single-use cartridge syringe system (NDC 0409-1782-69), to the hospital/institution level due to the potential presence of embedded and loose particulate matter on the syringe plunger.

In the event that impacted product is administered to a patient, the patient has a low likelihood of experiencing adverse events ranging from local irritation, allergic reactions, phlebitis, end-organ granuloma, tissue ischemia, pulmonary emboli, pulmonary dysfunction, pulmonary infarction, and toxicity. The risk is reduced by the possibility of detection, as the labeling contains a clear statement directing visual inspection of the product for particulate matter and discoloration prior to administration. To date, Hospira, Inc. has not received reports of any adverse events associated with this issue for these lots.

For additional information regarding the recall, please visit the following website:

[https://www.fda.gov/Safety/Recalls/ucm609668.htm?utm\\_campaign=Hospira%20Issues%20a%20Voluntary%20Nationwide%20Recall%20for%20Two%20Lots%20of%20Naloxone%20Hydrochloride%20Injection&utm\\_medium=email&utm\\_source=Eloqua](https://www.fda.gov/Safety/Recalls/ucm609668.htm?utm_campaign=Hospira%20Issues%20a%20Voluntary%20Nationwide%20Recall%20for%20Two%20Lots%20of%20Naloxone%20Hydrochloride%20Injection&utm_medium=email&utm_source=Eloqua)

FDA Recalls and Warnings regarding over the counter homeopathic remedies for teething babies:

- \* Certain Homeopathic Teething Products: Recall - Confirmed Elevated Levels of Belladonna:  
<https://www.fda.gov/Safety/MedWatch/SafetyInformation/SafetyAlertsforHumanMedicalProducts/ucm538687.htm>
- \* Balguti Kesaria Ayurvedic Medicine: FDA Warning - High Levels Of Lead  
<https://www.fda.gov/Safety/MedWatch/SafetyInformation/SafetyAlertsforHumanMedicalProducts/ucm570257.htm>
- \* Homeopathic Teething Drops, Nausea Drops, Intestinal Colic Drops, Stomach Calm, Expectorant Cough Syrup, Silver-Zinc Throat Spray, and Argentum Elixir by MBI Distributing: Recall - Due to a Lack of Adequate Controls  
<https://www.fda.gov/Safety/MedWatch/SafetyInformation/SafetyAlertsforHumanMedicalProducts/ucm608254.htm>

## CMDP Provider Insight

Utilize the Member Services Mailbox to request the following:

- Member Eligibility
- Dental History
- General Questions

[CMDPMemberServices@AZDCS.gov](mailto:CMDPMemberServices@AZDCS.gov)

### Arizona Early Intervention Program: AzEIP

The AzEIP Care Coordinator with CMDP has seen a few reoccurring issue with AzEIP submissions. This can result in a delay of service for CMDP members. CMDP would ask that you review AzEIP standards found in the CMDP Provider Manual with all staff.

The following issues are the cause for most delays:

- Service providers are sending requests with the incorrect primary care physician information.
- There is a significant delay (30+ days) in the PCP's signing and returning their courtesy notifications.
- Requests from service providers have multiple errors on the Member Service Request Form, the most common is only providing a CPT code and not specifying which service is needed. This is important because certain CPT codes are interchangeable between professions. Creating a prior authorization under the wrong type will result in a denial on a claim for the service provider.
- Providers are not specifying frequency of visits. CMDP needs clarification for the amount of visits including a time frame.



## Patient and Staff Education Links

- Arizona Department of Health Services – Report of Communicable Diseases – this is the latest list as of January 1, 2018 of the Communicable Diseases that have to be reported to AZDHS.  
<https://azdhs.gov/documents/preparedness/epidemiology-disease-control/communicable-disease-reporting/reportable-diseases-list.pdf>
- Below is an insert from the Arizona – Influenza and RSV Summary report for 2017-2018, we have provided a link for you to share with your patients and teams to help reinforce the importance of everyone obtaining their flu shot.

### Influenza activity highlights:

- 14 laboratory-confirmed cases of influenza were reported in the past two weeks, from 2 counties. 35,495 cases have been reported this season, with laboratory-confirmed cases identified in 15 counties.
- 26,333 (74%) reports this season are influenza A, 8,693 (25%) are influenza B, and 469 (1%) are of unknown type.
- To date, 1,053 pneumonia and influenza deaths were identified this season.
- Five influenza-associated pediatric deaths have been reported for the 2017–2018 season, three in Maricopa County residents, one in a Navajo County resident, and one in a Pima County resident. Two cases were PCR positive for influenza A (H3), one for influenza B/Victoria, and two for influenza B/lineage unknown.

<https://www.azdhs.gov/documents/preparedness/epidemiology-disease-control/flu/surveillance/2017-2018/influenza-rsv-2017-18-week29-30.pdf>

Instructions for the Use of Vaccine Information Statements from the CDC. This site will also provide you with the current VIS editions so you can be sure to update the Vaccine Information Sheets in your office, to ensure you are providing your patients with the most updated version. The site provided has Instructions for the Use of Vaccine Information Statements from the CDC. This site will also provide you with the current VIS editions so you can be sure to update the Vaccine Information Sheets in your office. This will help to ensure you are providing your patients with the most updated version. Remember all immunizations need to be documented on the ASIIS website.

- <https://www.cdc.gov/vaccines/hcp/vis/about/required-use-instructions.html>  
<https://asiis.azdhs.gov/login.jsp>

Common Condition	Common Cause			Are Antibiotics Needed?
	Bacteria	Bacteria or Virus	Virus	
Strep throat	✓			Yes
Whooping cough	✓			Yes
Urinary tract infection	✓			Yes
Sinus infection		✓		Maybe
Middle ear infection		✓		Maybe
Bronchitis/chest cold (in otherwise healthy children and adults)*		✓		No*
Common cold/runny nose			✓	No
Sore throat (except strep)			✓	No
Flu			✓	No

\* Studies show that in otherwise healthy children and adults, antibiotics for bronchitis won't help you feel better.

[https://www.cdc.gov/antibiotic-use/community/pdfs/aaw/AU\\_Arent\\_Always\\_The\\_Answer\\_fs\\_508.pdf](https://www.cdc.gov/antibiotic-use/community/pdfs/aaw/AU_Arent_Always_The_Answer_fs_508.pdf)

- Blood Lead Levels in Children – this site provides the CDC’s updated information regarding blood lead levels in children, and provides some information for parents on what to look for.  
[https://www.cdc.gov/nceh/lead/acclpp/lead\\_levels\\_in\\_children\\_fact\\_sheet.pdf](https://www.cdc.gov/nceh/lead/acclpp/lead_levels_in_children_fact_sheet.pdf)
- Asthma’s Impact on the Nation – data from the CDC National Asthma Control Program. This is a great flyer that provides statistics, emergency visits, ways to control asthma etc.  
[https://www.cdc.gov/asthma/impacts\\_nation/asthmafactsheet.pdf](https://www.cdc.gov/asthma/impacts_nation/asthmafactsheet.pdf)
- Arizona Asthma fact sheet from the Arizona Department of Health Services.

- Asthma was the primary cause of nearly 1 in 40 deaths among children aged 1 to 14.<sup>1</sup>
- There were more than 32,176 emergency department and hospital stays due to asthma in 2008. That is 67 emergency department visits and 20 hospitalizations due to asthma each day in Arizona.<sup>3</sup>

<https://www.azdhs.gov/documents/prevention/womens-childrens-health/healthy-at-home/educational-materials/asthma-fact-sheet.pdf>

## Benefits of Cultural Competence

All of us are programmed by our culture. This determines our behaviors and attitudes.

**Culturally competent health care:** Health care services should respect the culture of members. Medically-necessary covered services are culturally competent when they fit the member. They should be based on the member’s needs.

**Benefits of cultural competency:** Most people think their own values and customs are best. They may expect other cultures to share those views. Some benefits of having culturally competent health care services are listed below.

Social Benefits	Health Benefits	Business Benefits
<ul style="list-style-type: none"> <li>• Increases mutual respect and understanding between patient and organization</li> <li>• Increases trust</li> <li>• Promotes inclusion of all community members</li> <li>• Increases community participation and involvement in health issues</li> <li>• Assists patients and families in their care</li> <li>• Promotes patient and family responsibilities for health</li> </ul>	<ul style="list-style-type: none"> <li>• Improves patient data collection</li> <li>• Increases preventive care by patients</li> <li>• Reduces care disparities in the patient population</li> <li>• Increases cost savings from a reduction in medical errors, number of treatments and legal costs</li> <li>• Reduces the number of missed medical visits</li> </ul>	<ul style="list-style-type: none"> <li>• Incorporates different perspectives, ideas and strategies into the decision-making process</li> <li>• Decreases barriers that slow progress</li> <li>• Moves toward meeting legal and regulatory guidelines</li> <li>• Improves efficiency of care services</li> <li>• Increases the market share of the organization</li> </ul>

Source: American Hospital Association, 2013.

**Member Services as a resource:** Use the Member Services Unit as a resource for child-specific, culturally competent health care services and/or providers, such as:

- A specific language, gender, ethnic, geo-graphical, or specialized health care provider for the individual needs of a member
- Health care services responsive to a member’s cultural or religious beliefs
- Translation services for health care appointments when a language-specific provider is unavailable
- Interpretation services orally or for the hearing impaired
- Written health care information in a native language
- Health care information in an alternative format for the visually impaired.

CMDP wants members to get health care services that are best for them. Please contact Member Services for questions and information at 602-351-2245 or 800-201-1795.

Resource:

Health Research & Educational Trust. (2013, June). *Becoming a culturally competent health care organization*. Chicago, IL: Illinois. Health Research & Educational Trust accessed at <http://www.hpoe.org/resources/ahahret-guides/1395>.

## Language Line

Today more than ever the use of many different languages, including sign language for hearing impairment, are prevalent. This may cause a cultural isolation barrier between a patient and their healthcare professional. Communication is crucial for the patient-doctor relationship.

CMDP offers Language Line Services to help members and caregivers to communicate with healthcare providers. Interpretation is available to CMDP members in over 140 languages either by phone or written translation.

If you believe a CMDP member or caregiver may be in need of translation services please feel free to direct them to CMDP Member Services at 602-351-2245 or 1-800-201-1795. CMDP cannot ensure the availability of services therefore we ask that members provide at least one week advanced notice. However, CMDP will make every effort possible to arrange services regardless of the notification timeframe.

### CMDP Provider Insight

**Did You Know CMDP covers the following items as long as you write a prescription for them?**

- Over the counter medications such as Acetaminophen, cough syrups and Ibuprofen. With cold and flu season approaching many of these items will help limit their exposure by keeping our children out of the emergency rooms.
- Because our kids' health is our priority, we also cover condoms.

## Medicaid Fraud and Abuse: How to Report It

Anyone suspecting Medicaid fraud, waste, or abuse should report it. Health care fraud, waste, and abuse can involve patients, physicians, pharmacists, beneficiaries, and medical equipment companies.

You do not have to leave your name when reporting suspected Medicaid fraud. You can leave the information on the CMDP Corporate Compliance Hotline voice mail box at 602-771-3555.

The following information is helpful when reporting alleged fraud:

- Name of the CMDP member on their CMDP card
- Name of the physician, hospital, or other health care provider
- Date of service
- Estimated amount of money involved
- Description of the suspected fraudulent acts

## Billing Members is Prohibited

Under most circumstances, CMDP out-of-home caregivers and CMDP members are not responsible for any medical or dental bills incurred for the provision of medically necessary services. Please note that an AHCCCS registered provider shall not request or collect payment from, refer to a collection agency, or report to a credit reporting agency an eligible person or a person claiming to be an eligible person in accordance with Arizona Administrative Code R9-22-702.

Civil penalties may be assessed to any provider who fails to comply with these regulations.

Providers who may have questions regarding exceptions to this rule are encouraged to contact the CMDP Provider Services unit at 602-351-2245 for clarification.

Members who have received a medical or dental bill from a CMDP provider, please contact the CMDP Member Services unit at 602-351-2245 or (800) 201-1795 for further instructions.

# Provider Services Resources

CMDP uses the following community and agency resources to provide the best care and connections for our members:

- Arizona Health Care Cost Containment System (AHCCCS): Arizona's Medicaid agency that offers health care programs to serve Arizona residents.  
[www.azahcccs.gov](http://www.azahcccs.gov)
- Arizona Health Care Cost Containment System (AHCCCS) provider registration. The *Provider Registration* process is required to those who provide medical care services (including primary care doctors, transportation, etc) to AHCCCS beneficiaries.  
<https://www.azahcccs.gov/PlansProviders/NewProviders/packet.html>
- Vaccines for Children (VFC): A federally-funded program that provides vaccines at no cost to children who might not otherwise be vaccinated because of inability to pay.  
<http://www.cdc.gov/vaccines/programs/vfc/index.html>
- Every Child by 2 Immunizations (ECBT): A program designed to raise awareness of the critical need for timely immunizations and to foster a systematic way to immunize all of America's children by age two.  
[www.ecbt.org](http://www.ecbt.org)
- Arizona State Immunization Information System (ASIIS) and The Arizona Partnership for Immunization (TAPI): A non-profit statewide coalition whose efforts are to partner with both the public and private sectors to immunize Arizona's children.  
[www.whylimmunize.org](http://www.whylimmunize.org)
- American Academy of Pediatrics: An organization of pediatricians committed to the optimal physical, mental, and social health and well-being for all infants, children, adolescents, and young adults.  
[www.aap.org](http://www.aap.org)
- For CMDP members only, the PEDS tool may be used to screen all infants and children (up to the age of 8), because all CMDP members are considered at-risk and/or identified as having developmental delays. These children may be screened at each EPSDT visit. The PEDS Tool may be obtained from [www.pedstest.com](http://www.pedstest.com) or [www.forepath.org](http://www.forepath.org)  
Providers can utilize an on-line PEDS Tool training session provided by the Arizona Chapter of the American Academy of Pediatrics (AzAAP) at <https://azpedialearning.org/test1.asp>
- The Arizona Early Intervention Program (AzEIP) provides support to families of children birth to three years of age, with disabilities or special developmental needs, and helps them to build on their children's strengths, enhancing and promoting growth, development and learning.
  - Online: <https://extranet.azdes.gov/azeip/AzeipREF/Forms/Categories.aspx>  
This is the fastest and most efficient method for professional referrals. To receive confirmation of the assigned AzEIP provider, please include your work email address and you will be notified.
  - Contact the local AzEIP office: <https://extranet.azdes.gov/AzEIP/FamilyInfo/FamilyInformation/FamilyInfo.aspx>

**Comprehensive Medical and Dental Program  
 “Serving Arizona's Children in Foster Care”**

**(602) 351-2245**

**800 201-1795**

**<https://dcs.az.gov/cmdp>**

**Fax Numbers**

**Email Address**

Claims.....(602) 265-2297  
 Provider Services.....(602) 264-3801  
 Behavioral Services.....(602) 351-8529  
 Medical Services .....(602) 351-8529  
 Member Services.....(602) 264-3801

Claims.....[CMDPclaimsquestions@azdcs.gov](mailto:CMDPclaimsquestions@azdcs.gov)  
 Provider Services.....[CMDPProviderServices@azdcs.gov](mailto:CMDPProviderServices@azdcs.gov)  
 Behavioral Services.....[CMDPBHC@azdcs.gov](mailto:CMDPBHC@azdcs.gov)  
 Member Services.....[CMDPMemberServices@azdcs.gov](mailto:CMDPMemberServices@azdcs.gov)  
 CRS.....[CMDPCRSNurse@azdcs.gov](mailto:CMDPCRSNurse@azdcs.gov)  
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**ARIZONA**  
**DEPARTMENT**  
*of* **CHILD SAFETY**  
 Comprehensive Medical  
 and Dental Program

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