

NOTICES OF SUBSTANTIVE POLICY STATEMENT

The Administrative Procedure Act requires the publication of substantive policy statements issued by agencies (A.R.S. § 41-1013(B)(14)). Substantive Policy Statements are written expressions which inform the general public of an agency's current approach to rule or regulation practice. Substantive policy statement does not include internal procedural documents which may only affect the internal procedures of the agency and does not impose additional requirements or penalties on regulated parties in accordance with A.R.S. Title 41.

NOTICE OF SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF HEALTH SERVICES

1. Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:

Department of Health Services, Division of Behavioral Health Services, Policy and Procedure Manual; SP-001-BHS-BHS

2. Date of the publication of the substantive policy statement and the effective date of the policy statement if different from the publication date:

1.15	12/11/01
2.45	11/09/01
2.54	12/11/01
2.65	11/29/01
2.66	11/29/01
2.71	11/13/01
2.75	11/09/01

3. Summary of the contents of the substantive policy statement:

The Policy and Procedure Manual is a compilation of policies and procedures that have been developed to establish standards for the management of the Regional Behavioral Health Authorities (RBHAs) that have contracts with the Department of Health Services to provide behavioral health services to residents of Arizona. The Policy and Procedure Manual is organized into two chapters: Program Services and Administrative and Program Support Services. These new subsections are located in the both the first and second chapter. The following is a brief description of each subsection being added to the Policy and Procedure Manual:

1.15 Assigned Clinician – Establishes the requirement that each person receiving behavioral health services be assigned to a qualified clinician and establishes the responsibilities of the assigned clinician.

2.45 Therapeutic Foster Care Homes – Title XIX Certification – Establishes requirements and procedures for Title XIX Certification of Therapeutic Foster Care Homes.

2.54 Confidentiality – Identifies specific requirements in applicable federal and state laws and rules concerning confidentiality of a person's behavioral health records.

2.65 Corrective Action Plans – Establishes procedures for identifying deficiencies in RBHA compliance with the ADHS/DBHS contract and requiring RBHAs to develop and submit plans to the ADHS/DBHS to correct deficiencies.

2.66 Operational and Financial Reviews – Establishes procedures for conducting an annual review of each RBHA's compliance with contract requirements.

2.71 Consumer Satisfaction Surveys – Establishes procedures for conducting surveys of consumers of behavioral health services to determine consumers' satisfaction with the services they receive.

2.75 Community Service Agencies – Title XIX Certification – Establishes requirements and procedures for Title XIX Certification of Community Service Agencies that provide behavioral health support services.

4. A statement as to whether the substantive policy statement is a new statement or a revision:

This is a new substantive policy statement and will be added to the Policy and Procedure Manual which was previously noticed at 1 A.A.R. 2164, October 27, 1995; 6 A.A.R. 1682, May 5, 2000; 7 A.A.R. 679, February 2, 2001;

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and 7 A.A.R. 680, February 2, 2001.

5. The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:

Name: Ann Froio, Division Chief
Address: Department of Health Services
Division of Behavioral Health Services
2122 E. Highland, Suite 100
Phoenix, AZ 85016
Telephone: (602) 381-8999

6. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining a policy statement:

Information about or a copy of the statement can be requested from the above address or telephone number. Payment is based on the number of pages at a cost of 25 cents per page payable upon receipt. The check or money order should be made payable to the Arizona Department of Health Services.

NOTICE OF AGENCY SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF HEALTH SERVICES

1. Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:

Department of Health Services, Behavioral Health Services, Policy and Procedural Manual; SP-001-BHS-BHS.

2. Date of the publication of the substantive policy statement and the effective date of the policy statement if different from the publication date:

2.57	01/01/01
2.58	01/01/01

3. Summary of the contents of the substantive policy statement:

The Policy and Procedure Manual is a compilation of policies and procedures that have been developed to establish standards for the management of the Regional Behavioral Health Authorities (RBHAs) that have contracts with the Department of Health Services/Behavioral Health Services to provide behavioral health services to residents of Arizona.

The policies and procedures are organized into two chapters: Program Services and Administrative and Program Support Services. These new subsections are located in the second chapter, and the following is a brief description of each subsection being added to the Policy and Procedure Manual:

2.57 RBHA Quarterly Provider Network Status Report – To analyze, quarterly, the status of the network of services to determine if there are material gaps in services and to detail the plan to address the gaps.

2.58 RBHA Annual Provider network Evaluation and RBHA Annual Provider Network Sufficiency Plan – To establish a comprehensive process to evaluate the adequacy of the provider network and to ensure that a plan is developed to address insufficiencies in the provider network.

4. A statement as to whether the substantive policy statement is a new statement or a revision:

This is a new substantive policy statement, and will be added to the Policy and Procedure Manual which was previously noticed at 1 A.A.R. 2164, October 27, 1995, and 6 A.A.R. 1682, May 5, 2000.

5. The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:

Name: Theresa Littler
Address: Department of Health Services
Behavioral Health Services
2122 East Highland
Phoenix, AZ 85016
Telephone: (602) 381-8999

6. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:

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NOTICE OF SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF HEALTH SERVICES

1. Subject of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:

#SP-049-PHS-EMS

EMS 319: Clarification of EMT-Intermediate Recertification Requirements Under 9 A.A.C. 25, Article 6

2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:

February 15, 2002

3. Summary of the contents of the substantive policy statement:

Due to recent changes in EMT-Intermediate training programs, the Arizona Department of Health Services, Bureau of Emergency Medical Services (Department) is clarifying the EMT-Intermediate recertification requirements under R9-25-611.

4. A statement as to whether the substantive policy statement is a new statement or a revision:

This is a new substantive policy statement.

5. The name and address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:

Name: Judi Crume, Bureau Chief

Address: Arizona Department of Health Services, Bureau of Emergency Medical Services
1651 East Morten, Suite 120
Phoenix, AZ 85020

Telephone: (602) 861-0708

Fax: (602) 861-9812

or

Name: Kathleen Phillips, Rules Administrator

Address: Arizona Department of Health Services
1740 W. Adams, Suite 102
Phoenix, AZ 85007

Telephone: (602) 542-1264

Fax: (602) 364-1150

6. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:

A copy of the substantive policy statement may be obtained from the Department of Health Services, Bureau of Emergency Medical Services, 1651 East Morten, Suite 120, Phoenix, AZ 85020 for a 25 cents per page copying charge. Payment is accepted in cash, or money order made payable to the Department of Health Services.

NOTICE OF SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF HEALTH SERVICES

1. Subject of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:

#SP-047-PHS-EMS

EMS 318: Clarification of Out-Of-State EMT-Intermediate Certification Requirements Under 9 A.A.C. 25, Article 6

2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:

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February 15, 2002

3. Summary of the contents of the substantive policy statement:

Due to recent changes in EMT-Intermediate training programs, this substantive policy statement clarifies the recertification requirements, under R9-25-606, for an out-of-state EMT-Intermediate.

4. A statement as to whether the substantive policy statement is a new statement or a revision:

This is a new substantive policy statement.

5. The name and address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:

Name: Judi Crume, Bureau Chief

Address: Arizona Department of Health Services, Bureau of Emergency Medical Services
1651 East Morten, Suite 120
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