

## NOTICES OF SUBSTANTIVE POLICY STATEMENTS

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 statements are advisory only. A substantive policy statement does not include internal procedural documents that only affect the internal procedures of the agency and does not impose additional requirements or penalties on regulated parties or include confidential information or rules made in accordance with the Arizona Administrative Procedure Act. If you believe that a substantive policy statement does impose additional requirements or penalties on regulated parties you may petition the agency under A.R.S. § 41-1033 for a review of the statement.

### NOTICE OF SUBSTANTIVE POLICY STATEMENT

#### ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

[M06-285]

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

AHCCCS Eligibility Policy Manual

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

On July 1, 2005, this manual was made available to the public through the AHCCCS public web site. This manual provides an overview of all health insurance programs of the Arizona Health Care Cost Containment System Administration (AHCCCS). You have immediate access to the most current policy by using this online manual at [www.azahcccs.gov](http://www.azahcccs.gov).

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

The primary purpose of the Eligibility Policy Manual is to provide AHCCCS Eligibility staff with detailed policy and instructions to enable them to make accurate eligibility decisions for the following AHCCCS Health Insurance programs:

- AHCCCS Freedom to Work;
- Arizona Long Term Care System (ALTCS);
- Breast and Cervical Cancer Treatment Program (BCCTP);
- Medicare Cost Sharing Programs (QMB, SLMB and QI-1);
- Supplemental Security Income Medical Assistance Only (SSI MAO).

This manual also provides an overview of all health insurance programs of the Arizona Health Care Cost Containment System Administration (AHCCCS).

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

The Eligibility Policy Manual is an online manual combining the former ALTCS, SSI- MAO, and the AHCCCS Medical Benefits Eligibility Policy and Procedures hard copy manuals.

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

Name: Nancy Noto  
Address: AHCCCS  
Division of Member Services  
801 E. Jefferson, MD2300  
Phoenix, AZ 85034

Telephone: (602) 417-4512

or

Name: Dan McKeever  
Address: AHCCCS  
Division of Member Services  
801 E. Jefferson, MD2300  
Phoenix, AZ 85034

Telephone: (602) 417-4455

or

**Notices of Substantive Policy Statements**

Name: Linda Barry  
Address: AHCCCS  
Office of Administrative Legal Services  
701 E. Jefferson, MD 6200  
Phoenix, AZ 85034  
Telephone: (602) 417-4484

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

Copies of the manual may be obtained from the web site or the Division of Member Services. A fee may be assessed.

**NOTICE OF SUBSTANTIVE POLICY STATEMENT**

**INDUSTRIAL COMMISSION OF ARIZONA**

[M06-282]

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

Notice to insurance carriers, third-party administrators, and self-insured employers to ensure that referral of injured workers to specialists for prompt medical attention is accomplished within 10 working days from receipt of requests for referral.

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

September 2005

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

Notice and request to insurance carriers, third-party administrators, and self-insured employers to review their procedures to ensure that referral of injured workers to specialists for prompt medical attention is accomplished within 10 working days from receipt of request for referral. Notice that failure to ensure timely referrals to specialists will result in the Claims Division pursuing bad faith or unfair claims processing practices against the insurance carriers, third-party administrators, and self-insured employers.

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

This substantive policy is a new statement.

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

Name: Noreen Thorsen, Claims Manager  
Address: 800 W. Washington  
Phoenix, AZ 85007  
Telephone: (602) 542-6689

**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 Noreen Thorsen, Claims Manager, Industrial Commission of Arizona, at no cost.