

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

STATE REAL ESTATE DEPARTMENT

[M08-507]

- 1. Subject of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**
2008.07 Subsequent Owners/Subdivision Disclosure Report (Public Report)
- 2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**
February 8, 2008, Revised October 15, 2008
- 3. Summary of the contents of the substantive policy statement:**
A subsequent owner of six or more lots located within an existing platted subdivision for which a Subdivision Disclosure Report was previously issued may qualify for a Special Order of Exemption for the requirement to obtain a new Public Disclosure Report if:
 - 1) The Subsequent owner has satisfied all provisions and requirements of A.R.S. § 32-2181.02(B)(2), except for the requirement of § 32-2181.02(2)(a) that the Public Disclosure Report must have been issued within the past two years.
 - 2) The subsequent owners demonstrates compliance with the assured water supply requirement described in A.R.S. § 32-2181(C)
- 4. A statement as to whether the substantive policy statement is a new statement or a revision**
This is a revised policy statement.
- 5. The name and address of the person to whom questions and comments about the substantive policy statement may be directed:**
Name: Isaac L. Glover
Address: State Real Estate Department
2910 N. 44th St., Suite 100
Phoenix, AZ 85018
Telephone: (602) 771-7770
E-mail: iglover@azre.gov
- 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 downloaded from the Department's web site (www.re.state.az.us), or obtained from the Custodian of Records, State Real Estate Department, 2910 N. 44th St., Suite 110, Phoenix, AZ 85018 upon payment of a copying charge of 25¢ per page.

NOTICE OF SUBSTANTIVE POLICY STATEMENT

STATE REAL ESTATE DEPARTMENT

[M08-508]

- 1. Subject of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**
2008.08 Fair Housing Course Substitute

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

August 9, 2005; Revised October 31, 2008

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

1. A real estate renewal applicant who is engaged in a speciality that does not include residential transactions may substitute an additional class that has been approved for a minimum of three credit hours in place of the mandatory Fair Housing course when all of the following apply:
 - a. The licensee's business is exclusively in a speciality field in which the fair housing law does not apply;
 - b. The licensee provides proof (or has previously provided proof) of attendance at a Department-approved fair housing course; and
 - c. The substitute course proposed is more applicable to the licensee's real estate activities
2. To request the course substitution, the licensee shall submit an e-mail to education@azre.gov prior to initiating the license renewal application process that specifically states the licensee's compliance with the criteria listed in 1 above.

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

This is a revised policy statement.

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

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Address: State Real Estate Department
2910 N. 44th St., Suite 100
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NOTICE OF SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF HEALTH SERVICES

[M08-500]

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

This substantive policy statement, #SP-101-BHS-CRS, is the Children's Rehabilitative Services (CRS) Contractors Policy and Procedure Manual (CPPM). The purpose of the CPPM is to introduce and describe the CRS program and its financing, organization, and administration. The CPPM contains the policies and procedures necessary for the operation of the CRS program through the Department's CRS contractors. More broadly, the CPPM is a policy statement developed by the Department that interprets and implements A.R.S. §§ 36-261 through 36-265 and 9 A.A.C. 7. The Department has issued an update to the CPPM effective October 1, 2008.

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

October 1, 2008

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

The contents of the manual are divided into chapters. Each chapter contains the policies and procedures related to a component of the CRS program.

- Chapter 1 covers administration, including how to use the CPPM, how the Department monitors contract compliance, a guide to the documents contractors are required to maintain, a guide to useful acronyms, and definitions of terms used in the CPPM.
- Chapter 2 introduces the reader to the CRS program, including the program's mission, goals, and objectives, the program's governing statutes and rules, and overviews of program qualification and program funding.

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- Chapter 3 addresses coordination of care, such as how a CRS member is provided services outside the state of Arizona and how a CRS member transitions to or from another service provider, whether due to relocation or “aging out” of the program.
- Chapter 4 covers eligibility and enrollment, including the processes for determining whether an applicant fulfills the requirements to receive services from the CRS program, the process for determining the payment status of a CRS member, and the conditions under which a member’s eligibility, enrollment in CRS, or payment status may change.
- Chapter 5 lists the medical conditions that qualify an applicant for medical eligibility for CRS and lists similar conditions that do not fulfill the medical eligibility requirement.
- Chapter 6 describes the services the CRS program provides, including medical services, family-centered support services, telemedicine, and transportation.
- Chapter 7 sets forth procedures for CRS providers to process payments for services, including procedures for the submission and fulfillment of claims.
- Chapter 8 describes the processes by which CRS members can present or appeal grievances for denied services or by which applicants can request hearings to re-evaluate denied eligibility.
- Chapter 9 lists the types of records that CRS providers maintain for CRS members and sets forth policies for record management and the release of confidential information.
- Chapter 10 establishes the reporting requirements for CRS contractors.
- Chapter 11 describes CRS’ framework for medical management and utilization management (MM/UM). MM/UM is the instrument CRS providers use in order to determine what services the provider can furnish to a member that will be subsequently reimbursed by the Department when the provider submits a claim for those services. This chapter describes MM/UM components such as prior authorization, concurrent review, retrospective review, case management, care coordination, clinical practice guidelines, referral management, and service planning.
- Chapter 12 describes CRS’ framework for quality management, including delegated activities, credentialing, peer review, and performance measures.
- Chapter 13 establishes requirements for employee training by CRS contractors.
- Chapter 14 establishes requirements for CRS contractors’ provider network.
- Chapter 15 describes the CRS corporate compliance program.
- Chapter 16 describes the CRS business continuity and recovery plan.
- Chapter 17 contains contractor-specific information.

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

The substantive policy statement is a revision of the document formerly called the Regional Contractors Policy and Procedure Manual, or RCPPM, last compiled in 2004 for the contract period running from 2004 through 2008 and periodically updated during that time period.

This substantive policy notice is a revision of the notice that appeared in the *Arizona Administrative Register* at 14 A.A.R. 4054, published October 24, 2008. This revision corrects an invalid web site link in item 6.

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

Name: Kathleen Phillips, Esq.
Administrative Counsel and Rules Administrator

Address: Department of Health Services
Office of Administrative Counsel and Rules
1740 W. Adams St., Suite 200
Phoenix, AZ 85007

Telephone: (602) 542-1264

Fax: (602) 364-1150

E-mail: phillik@azdhs.gov

or

Name: Joan Agostinelli
Office Chief and CRS Administrator

Address: Department of Health Services

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Division of Behavioral Health Services
Office for Children with Special Health Care Needs
150 N. 18th Ave., Suite 330
Phoenix, AZ 85007

Telephone: (602) 542-1860
Fax: (602) 542-2589
E-mail: agostij@azdhs.gov

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

Interested persons can obtain a copy of this substantive policy statement from the Arizona Department of Health Services. A free copy may be obtained online at the following web address: http://www.azdhs.gov/diro/admin_rules/substantive_BHS.htm.

A paper copy may be obtained from either of the locations listed below. The Department charges 25 cents per page for copying. Payment may be made by cash, check, or money order made payable to the Arizona Department of Health Services.

Address: Office for Children with Special Health Care Needs
150 N. 18th Ave., Suite 330
Phoenix, AZ 85007

Telephone: (602) 542-1860
Fax: (602) 542-2589

or

Address: Office of Administrative Counsel and Rules
1740 W. Adams St., Suite 200
Phoenix, AZ 85007

Telephone: (602) 364-0781
Fax: (602) 364-1150

NOTICE OF SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF HEALTH SERVICES

[M08-501]

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

This substantive policy statement, #SP-102-BHS-CRS, is the Children's Rehabilitative Services (CRS) Clinical Practice Guidelines Manual (CPGM). The purpose of the CPGM is to establish the member treatment framework CRS providers are required to implement and follow for CRS conditions enumerated in A.A.C. R9-7-202. More broadly, the CPGM is a policy statement developed by the Department that interprets and implements A.R.S. §§ 36-261 through 36-265 and 9 A.A.C. 7. The Department has issued an update to the CPGM effective October 1, 2008.

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

October 1, 2008

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

The CPGM contains eleven sections, each describing the clinical practice guidelines for a separate CRS condition found in A.A.C. R9-7-202. The sections contained in the CPGM are listed below:

<u>Section</u>	<u>CRS Condition</u>
I.	Bone Anchored Hearing Aid (BAHA)
II.	Cleft Lip/Cleft Palate
III.	Cystic Fibrosis
IV.	Epilepsy Surgery Kerrigan Revision
V.	Ilizarov Procedure
VI.	Maxillo Mandibular Osteodistraction
VII.	Metabolic Disease
VIII.	Neurofibromatosis
IX.	Sickle Cell Disease

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- X. Spina Bifida
- XI. Use of Botox in Children with Spasticity

Each section contains categories of criteria and descriptions of the requirements to meet each criterion in each category. Sections omit criteria that are not applicable to that section's CRS condition. The following table lists the criteria applicable to each category.

Category	Criteria
Organizational Guidelines	CRS Enrollment Interdisciplinary Team Membership Available Personnel Consultative Personnel Outreach Clinics Community-Based Services Facilities and Services Special Equipment Team/Staff Members Lead Physician Specialists
Guidelines for Patient Services, Evaluation, and Monitoring	Diagnosis and Treatment Evaluation and Education of Newly-Diagnosed Patients Transition Planning Ongoing Patient Evaluation and Monitoring Respiratory Evaluation and Therapy Gastrointestinal System/Nutrition Psychosocial Issues Monitoring Treatment References
Practice Guidelines	Patient Selection Psychosocial Evaluation Prerequisites Treatment Outcome Assessment
Condition-specific Guidelines	Evaluation of Epilepsy Surgery Candidates Video EEG Seizure Monitoring Surgical Procedures for Specific Epilepsies Diagnostic Criteria for NF2 per Manchester Conference Diagnostic Activities for NF2 Radiation Exposure
Sickle-Cell Disease (extended section)	Introduction Principles of Care for Children and Adolescents with Sickle Cell Disease Diagnostic Testing for the Common Sickle Cell Syndromes Newborn Screening Follow-up Guidelines Follow-up of Infants with Probable Hemoglobin Disease Follow-up of Infants with Probable Hemoglobin Trait Follow-up Procedures for Infants with Hemoglobin Barts on Neonatal Screen Unidentified Hemoglobin Variants Genetic Counseling Sickle-Cell Disease – Comprehensive Care Routine Comprehensive Evaluations Immunizations and Prophylactic Medications Sickle Cell Patient and Family Needs Assessment Acute Illness in Sickle Cell Disease Requiring Urgent Medical Care Transfusion Therapy for Acute Complications Clinical Care Paths Outpatient Evaluation and Management of Febrile Illness Inpatient Management of Fever Outpatient Evaluation and Management of Pain Inpatient Management of Vaso-occlusive Pain Acute Chest Syndrome

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	Acute Splenic Sequestration Aplastic Crisis Acute Stroke or Neurologic Event Outpatient Management of Prolonged Priapism Inpatient Management of Prolonged Priapism General Anesthesia and Surgery Chronic Transfusion Protocol Hydroxyurea Protocol Hematopoietic Stem Cell Transplantation Transcranial Doppler Ultrasonography References
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4. A statement as to whether the substantive policy statement is a new statement or a revision:

The substantive policy statement is a revision of the existing Clinical Practice Guidelines Manual, last compiled in 2004 for the contract period running from 2004 through 2008. The CPGM was annually reviewed and periodically updated during that time period.

This substantive policy notice is a revision of the notice that appeared in the *Arizona Administrative Register* at 14 A.A.R. 4056, published October 24, 2008. This revision corrects an invalid web site link in item 6.

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

Name: Kathleen Phillips, Esq.
Administrative Counsel and Rules Administrator

Address: Department of Health Services
Office of Administrative Counsel and Rules
1740 W. Adams St., Suite 200
Phoenix, AZ 85007

Telephone: (602) 542-1264

Fax: (602) 364-1150

E-mail: phillik@azdhs.gov

or

Name: Joan Agostinelli
Office Chief and CRS Administrator

Address: Department of Health Services
Division of Behavioral Health Services
Office for Children with Special Health Care Needs
150 N. 18th Ave., Suite 330
Phoenix, AZ 85007

Telephone: (602) 542-1860

Fax: (602) 542-2589

E-mail: agostij@azdhs.gov

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

Interested persons can obtain a copy of this substantive policy statement from the Arizona Department of Health Services. A free copy may be obtained online at the following web address: http://www.azdhs.gov/diro/admin_rules/substantive_BHS.htm.

A paper copy may be obtained from either of the locations listed below. The Department charges 25 cents per page for copying. Payment may be made by cash, check, or money order made payable to the Arizona Department of Health Services.

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150 N. 18th Ave., Suite 330
Phoenix, AZ 85007

Telephone: (602) 542-1860

Fax: (602) 542-2589

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or

Address: Office of Administrative Counsel and Rules
1740 W. Adams St., Suite 200
Phoenix, AZ 85007

Telephone: (602) 364-0781

Fax: (602) 364-1150

NOTICE OF SUBSTANTIVE POLICY STATEMENT

INDUSTRIAL COMMISSION OF ARIZONA

[M08-506]

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

The Arizona Division of Occupational Safety and Health has revised the Arizona Voluntary Protection Program (VPP), adopted December 30, 1993, with current recommendations from the Federal program. The new changes allow Arizona greater flexibility in developing, implementing and monitoring this program in Arizona. This revised program, amended July 2008, replaces the December 30, 1993 program.

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

July, 2008

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

This revision of the Arizona's Voluntary Protection Program (VPP) updates the December 30, 1993 program by including new definitions to help better define current, unchanged sections of the program, while adding definitions to the newly added sections of the program. New programs have been added to include General Contractors in construction, added a new method on calculations of injury/illness rates, changes in the application review process for entry into the program and developed a compressed review process for current participating employers.

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

Revision

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

Name: William M. Wright, Assistant Director

Address: 800 W. Washington St.
Phoenix, AZ 85007

Telephone: (602) 542-1695

Fax: (602) 542-1614

E-mail: wright.william.m@dol.gov

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

Copies of the Arizona Division of Occupational Safety and Health Voluntary Protection Program (VPPV) can be obtained at a cost of \$.25 per page, from the Division of Occupational Safety and Health, 800 W. Washington St., Suite 203, Phoenix, AZ 8007.