

Payment Policies

Effective May 1, 2019 Arizona Complete Health will implement the following Payment Policies, resulting in new medical claims reimbursement edits within our claims adjudication system. This is in addition to all other reimbursement processes that Arizona Complete Health currently employs across all lines of business (LOB).

NEW OR REVISED PAYMENT POLICIES

LOB Affected	Policy Number	Policy Name	Policy Description
Medicare	CC.PP.502	Wheelchairs and Accessories	The purpose of this policy is to define coverage criteria for options and accessories for manual and powered wheelchairs to be used by the Health Plan in making coverage decisions and administering benefits.
Marketplace	CC.PP.050	Robotic Surgery	The purpose of this policy is to define payment criteria for robotic surgeries to be used in making payment decisions and administering benefits.
Marketplace	CC.PP.056	Urine Specimen Validity Testing	Urine specimen testing is necessary to treat patients for specific medical problems. Providers use the results to detect and monitor drug levels for medical treatment purposes.
Marketplace	CC.PP.021	Clean Claims	The purpose of this policy is to define the minimum claim submission requirements for claims submitted to the health plan for processing from all providers, including facilities (e.g., hospitals, ambulatory surgery centers) and professional providers (e.g., physicians, independent therapists).
Medicare and Marketplace	CP.MP.157	25-hydroxyvitamin D Testing in Children and Adolescents	The purpose of this policy is to provide Medical Necessity guidance on billing 25-hydroxyvitamin D testing in healthy, including obese but otherwise healthy, children (age ≥ 1 and ≤ 18).

THIS UPDATE APPLIES TO THE FOLLOWING **ARIZONA COMPLETE HEALTH** PROVIDERS TYPES:

- Physicians
- Medical Groups/IPAs
- Hospitals
- Ancillary Providers
- Behavioral Health Physicians
- FQHC

LINES OF BUSINESS:

- Ambetter (Marketplace)
- Allwell (Medicare)

PROVIDER SERVICES:

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FULL PAYMENT POLICIES

Arizona Complete Health encourages all providers to review the full version of these policies located in the [For Providers→
Provider Resources](#) section of www.azcompletehealth.com.

ADDITIONAL INFORMATION

If you have questions regarding the information contained in this update or if additional education is needed please contact your Provider Engagement Specialist or email AzCHProviderEngagement@azcompletehealth.com.