

Clinical Policy Update

Effective December 1, 2018 Arizona Complete Health-Complete Care Plan (AzCH-Complete Care Plan) will implement the following Clinical Policies, resulting in new medical claims processing edits within our claims adjudication system. This is in addition to all other processing edits that AzCH-Complete Care Plan currently employs to our Medicaid line of business.

NEW CLINICAL POLICIES

Policy Number	Policy Name	Policy Description
AZ.CP.MP.100 (Adult members ≥ 21 years)	Allergy Testing and Therapy	Allergy testing is performed to determine immunologic sensitivity or reaction to antigens for the purpose of identifying the cause of the allergic state. This policy addresses immediate (IgE-mediated) hypersensitivity and delayed (cell-mediated) hypersensitivity. Allergen immunotherapy is the repeated administration of specific allergens to patients with IgE-mediated conditions, for the purpose of providing protection against the allergic symptoms and inflammatory reactions associated with exposure to these allergens.
AZ.CP.MP.100 (Members < 21 years of age)	Allergy Testing and Therapy	Allergy testing is performed to determine immunologic sensitivity or reaction to antigens for the purpose of identifying the cause of the allergic state. This policy addresses immediate (IgE-mediated) hypersensitivity and delayed (cell-mediated) hypersensitivity. Allergen immunotherapy is the repeated administration of specific allergens to patients with IgE-mediated conditions, for the purpose of providing protection against the allergic symptoms and inflammatory reactions associated with exposure to these allergens.

FULL CLINICAL POLICIES

AzCH-Complete Care Plan encourages all providers to review the full version of these policies located in the [For Providers](#) → [Provider Resources](#) → [Clinical & Payment Policies](#) 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.

THIS UPDATE APPLIES TO THE FOLLOWING **AzCH-Complete Care Plan** PROVIDER TYPES:

- Physicians
- Medical Groups/IPAs
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

AzCHProviderEngagement
@azcompletehealth.com
1-866-796-0542
azcompletehealth.com

PROVIDER DISPUTES

AzCH-Complete Care Plan Provider Disputes
1870 W. Rio Salado Parkway, Ste. 2A
Tempe, AZ 85281

STATE FAIR HEARINGS

AzCH-Complete Care Plan Provider State Fair Hearings
1870 W. Rio Salado Parkway, Ste. 2A
Tempe, AZ 85281

REMINDER: Our name is changing! Starting October 1, Health Net of Arizona will be changing its name to Arizona Complete Health.

