



## TABLE OF CONTENTS

### CALENDAR YEAR 2022

#### CHAPTER 1 – ADMINISTRATION

<i>Definitions</i>	<i>AD100</i>
<i>Policy Development and Review</i>	<i>AD101</i>
<i>Provider Network Selection and Management</i>	<i>AD102</i>
<i>Credentialing and Recredentialing of Providers</i>	<i>AD104</i>
<i>Customer Service</i>	<i>AD105</i>
<i>Toll-free Crisis Line Management</i>	<i>AD106</i>
<i>Indian Health Care Providers</i>	<i>AD107</i>

#### CHAPTER 2 – CLINICAL

<i>Integrated Crisis System</i>	<i>CL200</i>
<i>Ensuring Care Coordination for Individuals</i>	<i>CL201</i>
<i>Involuntary Treatment Act Services</i>	<i>CL202</i>
<i>Levels of Care</i>	<i>CL203</i>
<i>Priority Populations and Wait Lists</i>	<i>CL204</i>
<i>Monitoring of Conditional Release, Less Restrictive, Assisted Outpatient</i>	
<i>Treatment Order</i>	<i>CL205</i>
<i>State Hospital Care Coordination</i>	<i>CL206</i>
<i>Jail Transition Services</i>	<i>CL207</i>
<i>Telemedicine</i>	<i>CL208</i>
<i>Recovery Navigator Program: REAL Program</i>	<i>CL209</i>
<i>Behavioral Health Housing</i>	<i>CL210</i>
<i>Criminal Justice Treatment Account Funded Therapeutic Court Incentives</i>	<i>CL211</i>

#### CHAPTER 3 – COMPLIANCE

<i>Compliance and Program Integrity</i>	<i>CP301</i>
<i>Critical Incident Reporting</i>	<i>CP302</i>

<i>Fraud, Waste, and Abuse Compliance Reporting Standards</i>	CP303
<i>Code of Conduct</i>	CP304
<i>Code of Conduct Attestation</i>	CP304A
CHAPTER 4 – CONSUMER AFFAIRS	
<i>Translation and Interpretation Services</i>	CA401
<i>Grievance System</i>	CA402
<i>Individual Rights</i>	CA403
<i>SBH-ASO Individual Rights Statement</i>	CA403A
CHAPTER 5 – FISCAL MANAGEMENT	
<i>Eligibility Verification</i>	FI501
<i>Third Party Liability and Coordination of Benefits</i>	FI502
<i>Out of Network Non-Medicaid Billing</i>	FI503
CHAPTER 6 – INFORMATION SYSTEMS	
<i>Health Information Systems</i>	IS600
<i>Data Use, Security and Confidentiality</i>	IS601
<i>Data Integrity</i>	IS602
<i>Data Submission Procedures</i>	IS603
<i>Disaster Recovery and Business Continuity</i>	IS604
CHAPTER 7 – QUALITY MANAGEMENT	
<i>Quality Management Plan</i>	QM701
<i>Ombuds Services</i>	QM702
CHAPTER 8 – UTILIZATION MANAGEMENT	
<i>Utilization Management Requirements</i>	UM801
<i>Notice Requirements</i>	UM802
<i>Authorization for Payment of Psychiatric Inpatient Services</i>	UM803
<i>Access to Withdrawal Management SUD Services</i>	UM804
<i>Crisis Stabilization Services</i>	UM805

<i>Utilization Management of Outpatient Services</i>	<i>UM806</i>
<i>State Only Funded Program of Assertive Community Treatment (PACT)</i>	<i>UM807</i>
<i>Residential Placement for Mental Health Treatment</i>	<i>UM808</i>
<i>Access to Residential Substance Use Disorder Treatment Services</i>	<i>UM809</i>
<i>Criminal Justice Treatment Account</i>	<i>UM810</i>

CHAPTER 9 – PRIVACY & SECURITY

<i>Definitions for Policies Governing Protected Health Information (PHI)</i>	<i>PS901</i>
<i>Confidentiality, Use, and Disclosure of Protected Health Information</i>	<i>PS902</i>
<i>Notice of Privacy Practices</i>	<i>PS902A</i>
<i>Confidentiality and Security Agreement</i>	<i>PS902B</i>
<i>SBH-ASO ROI</i>	<i>PS902C</i>
<i>Privacy Administrative Requirements for Implementation and Maintenance of HIPAA and 42 CFR Part 2</i>	<i>PS903</i>
<i>Privacy and Security Policies Maintenance Plan</i>	<i>PS903A</i>
<i>Privacy Training for Agency Staff</i>	<i>PS904</i>
<i>Designated Record Set</i>	<i>PS905</i>
<i>Breach Notification Requirements</i>	<i>PS906</i>
<i>Individual Protected Health Information Rights</i>	<i>PS907</i>
<i>Workstation and Portable Compute Use Procedure</i>	<i>PS908</i>
<i>Protected Health Information Email and Internet Security</i>	<i>PS909</i>
<i>Password Protection Procedure</i>	<i>PS910</i>
<i>Administrative Requirements Documentation</i>	<i>PS911</i>