

REVISION SUMMARY PROVIDER MANUAL

JULY 2026

Chapter 100

- **Section 1.06 – Health Information Exchange (HIE):** replaced term Social Determinants of Health (SDOH) with Health Related Social Needs (HRSN). Additional language added requiring utilizing the closed-loop referral system.
- **Section 4.02 – Appointment Availability Standards:**
 - 2nd paragraph - added additional information regarding corrective actions.
 - 4th paragraph - for non-emergency transportation audit parameters, added that a member is picked up on time for an appointment.
 - Appointment standards – **Non-Emergency Transportation** section – added reference to 4.42 Contract Enforcement section of the manual.
 - Appointment standards – **General Behavioral Health Appointments** section – added bullets for After-hours care.
- **Section 4.03 – Telephone Accessibility Standards:** added Behavioral Health providers to first paragraph.
- **Section 4.14 – Primary Care Providers (PCPs):**
 - Added language regarding standardized screening tools to the language regarding PCPs treating behavioral health conditions within their scope of practice.
 - Removed reference to social determinants of health under the bulleted list of coordination responsibilities.
- **Section 4.19 – Member’s Medical Record:**
 - Removed item c. Behavioral Health Inpatient Care Coordination from minimal medical record documentation and coordination requirements.
 - Removed section on Behavioral Health Residential Facilities.
- **Section 5.01 – Requirements for EPSDT Providers:** replaced term Social Determinants of Health (SDOH) with HRSN in the bulleted list of regulatory and MC preventative requirements.
- **Section 5.13 – Behavioral Health Screenings – Required EPSDT Behavioral Health Screening table:** replaced term Social Determinants of Health (SDOH) with HRSN.
- **Section 10.00 – Care Management and Disease Management Overview:** replaced term Social Determinants of Health with HRSN.
- **Section 12.00 – Quality Management Overview:** updated language in 4th bullet regarding Provider Monitoring.
- **Section 12.03 – Provider Monitoring:** substantial language additions relative to Provider Monitoring Team audits.
- **Section 17.04 – Transition Aged Youth/Transition to Independence Process Centers of Excellence Description – Preferred Practices or Methodologies:** replaced the term Social Determinants of Health with HRSN.
- **Section 17.06 – Autism Spectrum Disorder Centers of Excellence Description – Preferred Practices or Methodologies:** replaced term Social Determinants of Health with HRSN.
- **Section 18.04 – Provider Claim Dispute Process:** added language to note that email or fax are the preferred methods for dispute submissions.

Chapter 200

- **Section 3.23 – Minimum Elements of the Behavioral Health Assessment:**
 - Section revised for clarification and formatting.
 - Removed the term Social Determinants of Health (SDOH) from item 7.
 - **Food Insecurities:** replaced social determinants of health with HRSN.
- **Chapter 10 – Quality Management:** new chapter.

Chapter 300

- **Section 2.12 – MCLTC Alternative Residential Settings:** removed BHRF audit language and added language to reference MC Provider Manual Chapter 100 General Terms, Section 12.03 for Provider Monitoring QM requirements.
- **Section 4.22 – Minimum Elements of the Behavioral Health Assessment:**
 - Section revised for clarification and formatting.
 - Removed the term Social Determinants of Health (SDOH).
- **Chapter 10 – Quality Management:** new chapter.

Chapter 400

- **Section 2.08 – Assessment and Service Planning:**
 - **Minimum Elements of the Behavioral Health Assessment:** removed the term Social Determinants of Health.
 - **Food Insecurities:** removed the term social determinants of health.
- **Section 10.02 – Coordination of Behavioral Health Care and Other Governmental Entities – Tribal Agencies and Entities:** removed the term social determinants of health.
- **Section 12.00 – Quality Management:** updated language regarding provider monitoring under bullet 2 in the QM Program list.
- **Section 12.01 – Provider Monitoring:** new section added.
- **Section 19.04 – Restrictions for Non-Title XIX/XXI Funding:**
 - **Service delivery requirements:** removed the term Social Determinants of Health and updated the 5 HRSN domains.
 - **Clinical Approach to Care:** removed the term Social Determinants of Health.