

Clarification of appropriate use of Respite Services AMPM 310B and 1250-D

Applicable to: UnitedHealthcare Community Plans of Arizona

A recent memo was sent to UnitedHealthcare from AHCCCS to alert you to a concern that has come to the attention of AHCCCS regarding the use of Respite services as defined in both [AMPM 310 B](#) and [AMPM 1250 D](#). UnitedHealthcare is sharing this information to help clarify and gain an understanding of the proper use of respite care to our provider network.

It has been reported that providers are prescribing respite hours to members as time for relief, reflection, and relaxation of the member rather than a caregiver. AHCCCS policy and Section 1115 Demonstration Waiver clearly outline the circumstances and limitations of respite and require that all providers follow these guidelines. Respite services prescribed in any manner other than as specified below are not eligible for reimbursement.

In accordance with AMPM 310-B: Unskilled respite care (respite) is short term behavioral health services or general supervision that provides an interval of rest or relief to a family member or other individual caring for the member receiving behavioral health services as authorized under the Section 1115 Waiver Demonstration and delivered by providers who meet the requirements in A.A.C. R9-10-1025 and A.A.C.R9-10-1600.

In accordance with AMPM 1250-D: Respite Care is provided as an interval of rest and/or relief to a family member or other individual caring for an ALTCS member. Respite Care may be provided by a respite provider coming to the member's home, or by admitting the member to a licensed institutional facility or an approved Alternative HCBS setting for the respite period. Respite care may only be delivered as specified in the member's Person Centered Service Plan and requires prior authorization by the case manager.

Please contact Provider Services at 1-800-445-1638 with any questions or comments. You can find this and all other provider notices on our website at UHCPProvider.com Arizona alerts, bulletins and news.