

1. This Exhibit serves as a reference guide for required member outreach, as specified in AMPM Chapter 400, Medical Policy for Maternal and Child Health.
2. Educational outreach topics marked with an (*) asterisk in the chart below indicate additional requirements of when outreach shall be initiated and/or the frequency of dissemination.
- ~~3.~~ Educational outreach topics marked with an (**) asterisk in the chart below indicate a required mechanism for disseminating member outreach.
- ~~4.~~3. Otherwise, the mechanism for member outreach dissemination listed is considered a suggestion and shall be distributed through other approved means outside of the Member Handbook or Contractor Website. When a member's preferred contact method is not identified, postal mail shall be used to conduct the member outreach.
- ~~5.~~4. Member outreach shall be accurate, updated regularly, and appropriately based on changes in benefits, Contract, Policy, or other relevant updates, as specified in ACOM Policy 404.
- ~~6.~~5. The Contractor ~~shall~~ produce and provide the following information to each member/representative or household as specified in the chart below. The Contractor has the option of providing the Member Handbook with the new member packet or providing written notification that the information is available on the Contractor's website. For information pertaining to the requirements for Member Handbooks or member-focused materials posted on the Contractor's Website, ~~refer~~ to ACOM Policy 404 and 406, as these items are not referenced or discussed within this Exhibit.

MATERNITY CARE SERVICES		
FREQUENCY OF OUTREACH DISSEMINATION	WHEN TO INITIATE OUTREACH	MECHANISM FOR MEMBER DISSEMINATION
Once each pregnancy	Enrollment date and identification of member pregnancies <i>(initial and subsequent)</i>	New member welcome packet Member newsletter Maternity packets Member's preferred contact method
TOPICS	EDUCATIONAL OUTREACH	
HUMAN IMMUNODEFICIENCY VIRUS (HIV) TESTING	Information encouraging pregnant members to be tested for HIV/Acquired Immunodeficiency Syndrome (AIDS), providing instructions on where testing is available and the availability of counseling and treatment if testing is positive, and the benefits of treatment for both mother and child. **Required Mechanism for Member Dissemination: Member Newsletter	

MATERNITY CARE SERVICES		
FREQUENCY OF OUTREACH DISSEMINATION	WHEN TO INITIATE OUTREACH	MECHANISM FOR MEMBER DISSEMINATION
Once each pregnancy	Enrollment date and identification of member pregnancies <i>(initial and subsequent)</i>	New member welcome packet Member newsletter Maternity packets Member's preferred contact method
TOPICS	EDUCATIONAL OUTREACH	
OPPORTUNITY TO CHANGE CONTRACTORS	Information to newly assigned pregnant members, and those currently under the care of a non-network provider, regarding the opportunity to change Contractors to ensure continuity of prenatal care.	
LOW/VERY LOW BIRTH WEIGHT	Information to pregnant members of interventions to decrease the incidence of infants born with low/very low birth weight.	
<u>PRENATAL CARE¹</u>	<u>Information regarding the importance of timely and personalized prenatal care, and maternal warning signs that require contacting a provider.</u>	
POSTPARTUM SERVICES	Information <u>regarding the importance of timely and personalized</u> related to postpartum services care; including, recommended timeframes of postpartum visit as specified in AMPM Policy 410, importance of scheduling postpartum visit²; and postpartum warning signs that require contacting a provider. *Additional Requirement to Initiate Outreach: Upon notification of d Delivery d Date **Required Mechanism for Member Dissemination: Member's preferred contact method	
RISKS ASSOCIATED WITH ELECTIVE INDUCTIONS AND CESAREAN SECTIONS PRIOR TO 39 WEEKS GESTATION	Information regarding <u>maternal and neonatal³</u> risks associated with elective inductions and cesarean sections prior to 39 weeks gestation.	

¹ Added prenatal care as an educational topic for pregnant members.

² Reordered wording and clarified that postpartum visit timelines shall align with American College of Obstetricians and Gynecologists (ACOG) recommended guidelines.

³ Added maternal and neonatal language for elective inductions and cesarean sections prior to 39 weeks.

MATERNITY CARE SERVICES		
FREQUENCY OF OUTREACH DISSEMINATION	WHEN TO INITIATE OUTREACH	MECHANISM FOR MEMBER DISSEMINATION
Once each pregnancy	Enrollment date and identification of member pregnancies (initial and subsequent)	New member welcome packet Member newsletter Maternity packets Member's preferred contact method
TOPICS	EDUCATIONAL OUTREACH	
HEALTHY <u>HEALTH-RELATED PRENATAL AND POSTPARTUM BEHAVIORS</u> PREGNANCY MEASURES ⁴	Information related to nutrition, <u>management of chronic health conditions, staying up to date on preventive care, physical activity,</u> ⁵ Sexually Transmitted Infections (STI), smoking and alternative tobacco products including e-cigarettes/vape, <u>a</u> Alcohol, <u>o</u> Opioid, and <u>s</u> Substance <u>u</u> se and other risky behaviors.	
LEAD EXPOSURE AND PREVENTION MEASURES	Information regarding the dangers of lead exposure to mother and baby during pregnancy and how to prevent lead exposure.	
PRENATAL AND POSTPARTUM CARE	Information regarding the importance of timely prenatal and postpartum care. ⁶	
POSTPARTUM DEPRESSION AND PERINATAL DEPRESSION	Information regarding the availability of <u>d</u> Depression <u>s</u> Screening and <u>c</u> Counseling services, signs, and symptoms of depression, and where to receive help.	
SAFE SLEEP PRACTICES AND OTHER MEASURES TO REDUCE RISK OF SLEEP-RELATED CAUSES OF DEATH	Information on safe sleep practices and measures that reduce the risk of Sudden Infant Death Syndrome (SIDS)/Sudden Unexpected Infant Death (SUID).	
SIGNS OF ACTIVE LABOR AND WAYS TO LIMIT LABOR AND BIRTH INTERVENTION	Information on recognizing signs of active labor and ways to limit labor and birth interventions as recommended by the American College of Obstetricians and Gynecologists ⁷ (ACOG).	

⁴ Reworded the "healthy pregnancy measures" language to "prenatal and postpartum health-related behaviors".

⁵ Added more detailed language for educational outreach.

⁶ Removed it is now duplicative postpartum care language added above.

⁷ "American College of Obstetricians and Gynecologists" was removed as the ACOG acronym is spelled out earlier in this exhibit.

MATERNITY CARE SERVICES		
FREQUENCY OF OUTREACH DISSEMINATION	WHEN TO INITIATE OUTREACH	MECHANISM FOR MEMBER DISSEMINATION
Once each pregnancy	Enrollment date and identification of member pregnancies <i>(initial and subsequent)</i>	New member welcome packet Member newsletter Maternity packets Member's preferred contact method
TOPICS	EDUCATIONAL OUTREACH	
BREASTFEEDING	Information regarding the importance of breastfeeding for both the parent(s) and child (including immune support), when and where to get help, getting started basics, infant feeding cues, how to know baby is getting enough, returning to work/school, and additional resources for help and learning more, including questions about medications and breastfeeding.	
INTERCONCEPTION HEALTH AND FAMILY PLANNING OPTIONS	Information regarding interconception health and birth ⁸ spacing recommendations, family planning services and supplies, including the availability, benefits, and risks of Immediate Postpartum Long-Acting Reversible Contraceptives (IPLARC)/Long-Acting Reversible Contraceptives (LARC).	
AVAILABLE SUPPORT SERVICES	Information to members of available support services to the special supplemental nutrition program for Women, Infants and Children (WIC), as well as other community-based resources including Strong Families AZ home visiting programs, the Arizona Department of Health Services (ADHS) Breastfeeding Hotline, Birth to Five and Fussy Baby Program Helpline, and Arizona Smokers' Helpline (ASHLine), to support healthy pregnancy and infant outcomes.	

⁸ Added the word birth before spacing for clarity.

EXHIBIT 400-3 – AHCCCS MATERNAL CHILD HEALTH - EPSDT MEMBER OUTREACH

REQUIRED MEMBER NOTIFICATIONS		
FREQUENCY OF OUTREACH DISSEMINATION	WHEN TO INITIATE OUTREACH	MECHANISM FOR MEMBER DISSEMINATION
Annually	Enrollment date and identification of member pregnancies <i>(initial and subsequent)</i>	Member’s preferred contact method
TOPICS	REQUIRED MEMBER NOTIFICATIONS	
PREGNANCY RELATED SERVICES	Inform members how to obtain pregnancy related services and assistance with scheduling appointments, a statement that there is no copayment or other charge for covered pregnancy-related services, and that assistance with transportation is available. **Required Mechanism for Member Dissemination: Member’s preferred contact method	
FAMILY PLANNING SERVICES AND SUPPLIES		
FREQUENCY OF OUTREACH DISSEMINATION	WHEN TO INITIATE OUTREACH	MECHANISM FOR MEMBER DISSEMINATION
Annually***	Enrollment date	New member welcome packet Maternity packets Member newsletter Member’s preferred contact method
TOPICS	EDUCATIONAL OUTREACH	
COVERED FAMILY PLANNING SERVICES AND SUPPLIES	Inform members of reproductive age of the specific covered family planning services and supplies that are available and how to request them. * Additional Requirement to Initiate Outreach: And for pregnant members by the end of the second trimester	
LARC/IPLARC	Inform members of the availability, benefits, and risks of LARC/IPLARC. **Required Mechanism for Member Dissemination: Member’s preferred contact method	

EXHIBIT 400-3 – AHCCCS MATERNAL CHILD HEALTH - EPSDT MEMBER OUTREACH

TOPICS	EDUCATIONAL OUTREACH	
SEXUALLY TRANSMITTED INFECTIONS (STI)	Information that STI, including HIV/AIDS, screening and treatment services are available to members, regardless of gender ⁹ <u>sex</u> , providing instructions on where testing is available and how to obtain these services.	
INTERCONCEPTION HEALTH	Information encouraging members to improve health <u>before pregnancy</u> (including getting help to stop using alcohol and other substances that can cause <u>birth defects and other complications</u> ¹⁰ before conception); prior to pregnancy and information about the importance of appropriate spacing between pregnancies. * Additional Requirement to Initiate Outreach: And once each pregnancy	
FAMILY PLANNING SERVICES AND SUPPLIES		
FREQUENCY OF OUTREACH DISSEMINATION	WHEN TO INITIATE OUTREACH	MECHANISM FOR MEMBER DISSEMINATION
Annually ***	Enrollment date	Member’s preferred contact method
TOPICS	REQUIRED MEMBER NOTIFICATIONS	
FAMILY PLANNING SERVICES AND SUPPLIES RELATED SERVICES	Inform members of reproductive age how to obtain family planning services and supplies and assistance with scheduling appointments, a statement that there is no copayment or other charge for covered family planning services and supplies, and that assistance with transportation is available. **Required Mechanism for Member Dissemination: Member’s preferred contact method	

~~***Note: AHCCCS will provide information about AHCCCS covered family planning services and supplies to members who receive services on a fee for service basis and notification is given at least once a year and by November 1.~~¹¹

⁹ Updated to align with policy standard language.

¹⁰ Updated language format.

¹¹ Removed since Division of Fee-for-Service Management (DFSM) does not send specific family planning notification to Fee-For- Service (FFS) members by a specific date.

EARLY AND PERIODIC SCREENING, DIAGNOSTIC AND TREATMENT (EPSDT) SERVICES		
Note: EPSDT-related outreach materials shall include a statement informing members that an EPSDT visit is synonymous to a Well Child visit.		
FREQUENCY OF OUTREACH DISSEMINATION	WHEN TO INITIATE OUTREACH	MECHANISM FOR MEMBER DISSEMINATION
Annually	Enrollment date	New member welcome packet Member newsletter Member mailing Member's preferred contact method
TOPICS	EDUCATIONAL OUTREACH	
EPSDT COVERAGE	Inform members EPSDT services includes, but is not limited to, coverage of: inpatient and outpatient hospital services, laboratory and x-ray services, physician services, naturopathic services, nurse practitioner services, medications, dental services, therapy services, behavioral health services, medical equipment, medical appliances and medical supplies, orthotics, prosthetic devices, eyeglasses, transportation, family planning services and supplies, well woman preventive care services, and maternity care services when applicable as specified in AMPM Chapter 400. EPSDT also includes diagnostic, screening, preventive, and rehabilitative services. However, EPSDT services do not include services that are experimental, that are solely for cosmetic purposes, or that are not cost effective when compared to other interventions.	
RECOMMENDED HEALTH SCREENINGS AND COMPONENTS OF THE AN EPSDT <u>PREVENTIVE VISIT</u>¹³ VISIT	Information to members describing what is included in an EPSDT <u>preventive well</u> visit (including, but not limited to, <u>o</u> Oral <u>h</u> Health and <u>n</u> Nutritional <u>s</u> Screenings and Developmental Surveillance) and the importance of attending EPSDT <u>well</u> visits as recommended in the AHCCCS Periodicity schedule. Information shall include that "EPSDT visit" is synonymous with a "well-child visit" ¹⁴ .	

¹² Removed language that Early and Periodic Screening, Diagnostic and Treatment (EPSDT) visits are synonymous to a well child visit to align with AMPM Policy 430 throughout.

¹³ Added preventive visit language as the periodicity schedule outlines the required timeline for routine preventive services for Early and Periodic Screening, Diagnostic and (EPSDT) members.

¹⁴ Updated language format.

EPSDT SERVICES		
FREQUENCY OF OUTREACH DISSEMINATION	WHEN TO INITIATE OUTREACH	MECHANISM FOR MEMBER DISSEMINATION
Annually <i>(The following six topics may be addressed separately or combined into one written outreach material however, each topic shall be covered annually.)</i>	Enrollment date	New member welcome packet Member newsletter Member's preferred contact method
TOPICS	EDUCATIONAL OUTREACH	
IMMUNIZATIONS	Information regarding the importance of age-appropriate immunizations.	
AVAILABLE COMMUNITY RESOURCES	Information regarding available community resources and programs including but not limited to: WIC, AzEIP, CRS, behavioral health, home visiting programs, Head Start/Early Head Start, Vaccines for Children (VFC), and Birth to Five Helpline.	
DANGERS OF AND SOURCES OF LEAD EXPOSURE IN ARIZONA	Information regarding the dangers and sources of lead exposure in Arizona, lead poisoning prevention measures and recommended/mandatory testing.	
AGE-APPROPRIATE WEIGHT GAIN	Information regarding age-appropriate weight gain, childhood obesity, and prevention measures.	
ASTHMA	Information on how to recognize signs and symptoms, reduce triggers, and improve maintenance.	
AGE-APPROPRIATE RISK PREVENTION EFFORTS	Information on safe sleep and other measures to reduce risk for sSudden infant death syndrome (SIDS) / sSudden unexpected infant death (SUID) , addressing development, injury and suicide prevention, bullying, violence, drug and alcohol use, social media, and sexual behavior.	
EPSDT SERVICES		
FREQUENCY OF OUTREACH DISSEMINATION	WHEN TO INITIATE OUTREACH	MECHANISM FOR MEMBER DISSEMINATION
Annually	Enrollment date	Member's preferred contact method
TOPICS	REQUIRED MEMBER NOTIFICATIONS	
EPSDT NOTIFICATION(S) TO MEMBER	Notification to members of suggested dates of each EPSDT <u>well</u> visit as dictated by the AHCCCS Periodicity Schedule for each age, and if a an EPSDT <u>recommended</u> visit has not taken place, a second notification shall be sent. *Additional Requirement to Initiate Outreach: And at each age dictated by the AHCCCS Periodicity Schedule **Required Mechanism for Member Dissemination: Member's preferred contact method	

EXHIBIT 400-3 – AHCCCS MATERNAL CHILD HEALTH - EPSDT MEMBER OUTREACH

EPSDT SERVICES		
FREQUENCY OF OUTREACH DISSEMINATION	WHEN TO INITIATE OUTREACH	MECHANISM FOR MEMBER DISSEMINATION
Annually	Enrollment date	Member's preferred contact method
TOPICS	REQUIRED MEMBER NOTIFICATIONS	
NOTIFICATION OF EPSDT RELATED SERVICES	Notification to members on how to obtain EPSDT services and assistance with scheduling appointments, a statement that there is no copayment or other charge for covered EPSDT services, and that assistance with transportation is available. **Required Mechanism for Member Dissemination: Member's preferred contact method	
NOTIFICATION OF AGE-APPROPRIATE IMMUNIZATIONS	Notification to members of age-appropriate ¹⁵ recommended immunizations according to age and health history. *Additional Requirement to Initiate Outreach: And at each age as dictated by the Recommended Immunization Schedule (may be combined with the EPSDT visit reminder) **Required Mechanism for Member Dissemination: Member's preferred contact method	

WOMEN'S PREVENTATIVE CARE SERVICES		
FREQUENCY OF OUTREACH DISSEMINATION	WHEN TO INITIATE OUTREACH	MECHANISM FOR MEMBER DISSEMINATION
Annually	Enrollment date	New member welcome packet Member newsletter Maternity packets Member's preferred contact method
TOPICS	EDUCATIONAL OUTREACH	
WOMEN'S PREVENTIVE CARE SERVICES	Inform members regarding women's preventive care services, including a complete listing of services as specified in AMPM Policy 411, Section B.1 ¹⁷ .	

¹⁵ Updated from "age-appropriate" to "recommended" to remove duplicative language.

¹⁶ Updated from "Preventative" to "Preventive" to align with the standard terminology used in healthcare and clinical settings.

¹⁷ "Section B.1" removed and revised to more general language to avoid missing future revisions.

WOMEN'S PREVENTIVE CARE SERVICES		
FREQUENCY OF OUTREACH DISSEMINATION	WHEN TO INITIATE OUTREACH	MECHANISM FOR MEMBER DISSEMINATION
Annually	Enrollment date	New member welcome packet Member newsletter Maternity packets¹⁸ Member's preferred contact method
TOPICS	REQUIRED MEMBER NOTIFICATIONS	
NOTIFICATION OF WOMEN'S PREVENTIVE CARE RELATED SERVICES	Inform members how to obtain women's preventive care services as specified in AMPM Policy 411 and assistance with scheduling appointments, a statement that there is no copayment or other charge for covered women's preventive care services, and that assistance with transportation is available. **Required Mechanism for Member Dissemination: Member's preferred contact method	

ORAL HEALTH CARE		
FREQUENCY OF OUTREACH DISSEMINATION	WHEN TO INITIATE OUTREACH	MECHANISM FOR MEMBER DISSEMINATION
Annually <i>(The following three topics may be addressed separately or combined into one written outreach material however, each topic shall be covered at minimum once every 12 months.)</i>	Enrollment Date	Member Newsletter
TOPICS	EDUCATIONAL OUTREACH	
IMPORTANCE OF ORAL HEALTH CARE AND DENTAL DECAY PREVENTION MEASURES	Information regarding incidence of tooth decay in children residing in Arizona, the importance of oral health care, and age-appropriate dental decay prevention measures.	

¹⁸ The list of mechanisms that could be used to notify members of women's preventive care services was updated to align with the requirement notated below. The member's preferred contact method shall be used.

EXHIBIT 400-3 – AHCCCS MATERNAL CHILD HEALTH - EPSDT MEMBER OUTREACH

ORAL HEALTH CARE		
FREQUENCY OF OUTREACH DISSEMINATION	WHEN TO INITIATE OUTREACH	MECHANISM FOR MEMBER DISSEMINATION
Annually <i>(The following three topics may be addressed separately or combined into one written outreach material however, each topic shall be covered at minimum once every 12 months.)</i>	Enrollment Date	Member Newsletter
TOPICS	EDUCATIONAL OUTREACH	
TOPICAL FLUORIDES AND FLUORIDE VARNISH	Information related to the availability and benefits of fluoride varnish applications during EPSDT and dental visits. For members who are six months of age, with at least one tooth eruption, up until a member's fifth birthday, fluoride applications may be applied four times a year (i.e., one every three months) during an EPSDT well visit. For members who are six months of age, with at least one tooth eruption, up to 21 years of age, fluoride applications may be applied every six months during a dental visit.	
DENTAL HOME	Inform members of: - What is a dental home, - The benefits of having a dental home, and - How to obtain more information from the Contractor if the member is unaware of the assigned dental home.	

ORAL HEALTH CARE		
FREQUENCY OF OUTREACH DISSEMINATION	WHEN TO INITIATE OUTREACH	MECHANISM FOR MEMBER DISSEMINATION
Annually	Birthdate	Member's preferred contact method
TOPICS	REQUIRED MEMBER NOTIFICATIONS	
NOTIFICATION OF ASSIGNED DENTAL HOME PROVIDER	Inform members of their assigned dental home provider's contact information, importance of being seen by a dentist for routine preventive care (in accordance with the AHCCCS Dental Periodicity Schedule), the availability of scheduling and transportation assistance if needed, and a statement that there is no copayment or other charge for covered dental services. **Required Mechanism for Member Dissemination: Member's preferred contact method	

ORAL HEALTH CARE		
FREQUENCY OF OUTREACH DISSEMINATION	WHEN TO INITIATE OUTREACH	MECHANISM FOR MEMBER DISSEMINATION
Annually	Birthdate	Member's preferred contact method
TOPICS	REQUIRED MEMBER NOTIFICATIONS	
NOTIFICATION OF SEMI-ANNUAL DENTAL VISITS DUE	Inform members or responsible parties regarding due dates of semi-annual dental visits. *Required Frequency of Outreach Dissemination: Semi-annual *Requirement to Initiate Outreach: Semi-annual **Required Mechanism for Member Dissemination: Member's preferred contact method	
NOTIFICATION OF MISSED SIX-MONTH DENTAL VISIT(S)	Notification to members when a six-month Dental Visit has not taken place (a member who does not go to a dental visit, will <u>shall</u> ¹⁹ receive a total of four mailings for the year - two semi-annual reminders and two missed visit notifications). *Requirement to Initiate Outreach: Birthdate + three months and Birthdate + nine months **Mechanism for Frequency of Outreach Dissemination: Semi-annual **Required Mechanism for Member Dissemination: Member's preferred contact method	
NOTIFICATION TO MEMBERS RECEIVING ORAL HEALTH CARE THROUGH SCHOOL-BASED OR MOBILE UNIT PROVIDERS	Inform members of their assigned dental home provider's contact information, as well as information regarding the availability of ongoing-access to care through the dental home provider, when school-based or mobile unit providers are not accessible. **Required Mechanism for Member Dissemination: Member's preferred contact method	

¹⁹ Revised to align with Policy standard language.