ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

MEMO

DATE: January 12, 2026

TO: ALTCS Health Plans

FROM: Dara Johnson, Program Development Officer

SUBJECT: AHCCCS Medical Policy Manual, Direct Care Services (1240-A) Policy – Supervision Requirements

AHCCCS is providing the following clarifications and guidance in response to inquiries from provider agencies regarding supervision requirements for Direct Care Workers (DCWs). AHCCCS is requesting health plans share this communication with staff responsible for quality monitoring of providers subject to the requirements in AMPM,1240-A policy. Additionally, AHCCCS is requesting health plans share the information with providers, in their respective networks, contracted to provide direct care services. AHCCCS will also be sharing this information with relevant provider associations or on an as needed basis when inquiries are made by provider agencies.

The Purpose of Supervision

The purpose of supervision is two-fold. Firstly, to monitor and evaluate the quality of the provision of services which includes an assessment of the DCW's competency in performing the assigned duties in accordance with the member's individualized service needs and preferences. Secondarily, as an outcome of those evaluations, to support and facilitate ongoing communication between the DCW and the provider agency and the member/Health Care Decision Maker (HCDM) and the provider agency. Therefore, supervision requirements are specific to each member and DCW service scenario pairing. The intended scope of the supervision requirements has remained consistent between the previous and the current version of the policy effective 10/01/25.

Given the purpose and scope of supervision AHCCCS intends to clarify, in a future iteration of the policy, that agencies are prohibited from sub-contracting out these responsibilities to another entity.

Supervision Timelines and Format

The timeline for the supervision is based upon the "date of the initial service provision for the member, and not the date of the initial service authorization" and has remained consistent between the previous and current version of the policy effective 10/01/25. The timeline is specific to each unique member and DCW service scenario pairing. In the event there are multiple DCWs serving a member, the agency may elect to align the schedules in an effort to streamline and reduce burden while also maintaining distinct supervisory visits for each pairing. If agencies must deviate from the schedule to create this alignment, the reasoning and justification should be documented for audit purposes.

The following are some highlights of changes to the supervision timelines and formats that are standard requirements in the policy effective 10/01/25.

- Initial Supervisory Visits
  - The 5th day visit may be conducted telephonically or virtually
- Continuing Supervisory Visits
  - At a minimum, two of the 90-day supervisory visits must be in-person with the member and include both the DCW and the agency supervisor.
  - Up to two 90-day supervisory visits may be conducted virtually with the member (both audio and video) provided the member has access to the internet/devices, lives in a location with internet access and does not incur additional costs for internet access for the visit.

Service Delivery Monitoring and Supervisory Visit Documentation Form

The form is not required to be signed by the DCW. The form is, however, required to be signed by the member/HCDM and the supervisor. In the event the supervisory visit is held virtually, the agency should attempt to obtain the member/HCDM's electronic or wet signature. The agency should note the date the form was sent for signature either on the form or within the supervision record.

Included as part of the supervisory visit process and discussion, questions are incorporated to obtain feedback directly from DCW regarding any needs they might have to support their efforts to provide quality care. DCWs may decline to respond, and, in those instances, the supervisor should make a note in that section to document it was not inadvertently skipped as part of the supervisory visit.

For additional clarification or guidance, please contact Dara Johnson (Dara.Johnson@azahcccs.gov).