

Table of Contents

Chapter 1: Introduction	4
Chapter 2: Care Provider Standards & Policies	12
Chapter 3: Care Provider Office Procedures and Member Benefits	20
Chapter 4: Medical Management	23
Chapter 5: Early, Periodic Screening, Diagnosis and Treatment (EPSDT)/Prevention	39
Chapter 6: Value-Added Services	42
Chapter 7: Mental Health and Substance Use	49
Chapter 8: Member Rights and Responsibilities	53
Chapter 9: Medical Records	55
Chapter 10: Quality Management (QM) Program and Compliance Information	62
Chapter 11: Billing and Submission	69
Chapter 12: Claim Reconsiderations, Appeals and Grievances	76
Chapter 13: Care Provider Communications & Outreach	85
Chapter 14: Glossary	87