

DATE: March 24, 2015

TO: Holders of the AHCCCS Contractor Operations Manual and AHCCCS Operational Guidelines

FROM: Sandi Borys, Contracts & Policy Specialist
Division of Health Care Management, AHCCCS

SUBJECT: AHCCCS Contractor Operations Manual (ACOM) and AHCCCS Operations Reporting Guidelines – March 2015 Update

This memo describes revisions and/or additions to the ACOM and the AHCCCS Operations Reporting Guidelines including, the Claims Dashboard Reporting Guide, the Grievance System Reporting Guide, and the Provider Affiliation Transmission (PAT) Manual.

Please direct questions regarding policy updates to Sandi Borys at 602-417-4055 or by e-mail at: sandi.borys@azahcccs.gov.

UPDATES AND REVISIONS TO THE AHCCCS CONTRACTORS OPERATION MANUAL (ACOM)

The policies and attachments may be accessed at the following link:
[AHCCCS CONTRACTOR OPERATIONS MANUAL \(ACOM\)](#)

CHAPTER 100, ADMINISTRATION, POLICY 108, AHCCCS SECURITY RULE COMPLIANCE

No changes

- **ATTACHMENT A, AHCCCS SECURITY RULE COMPLIANCE SUMMARY CHECKLIST**

The attachment received only formatting adjustments.

CHAPTER 300, FINANCE, POLICIES 305, 306, 313, 314, 317 AND 318 CYE 15

All of the above cited Policies received minor formatting and logo updates.

UPDATES AND REVISIONS TO THE APPROVED NOT YET EFFECTIVE

The policies that are approved but not yet effective may be accessed at the following link:

[ACOM Approved Policies Not Yet Effective](#)

None at this time.

UPDATES AND REVISIONS TO THE

AHCCCS OPERATIONAL REPORTING GUIDELINES

INCLUDING: CLAIMS DASHBOARD REPORTING GUIDE, GRIEVANCE SYSTEM REPORTING GUIDE,
PROVIDER AFFILIATION TRANSMISSION (PAT) USER MANUAL

The specific Reporting Guides may be accessed at the following link:

[AHCCCS OPERATIONS REPORTING GUIDELINES](#)

CLAIMS DASHBOARD REPORTING GUIDE

None at this time.

GRIEVANCE SYSTEM REPORTING GUIDE

None at this time.

PROVIDER AFFILIATION TRANSMISSION (PAT) USER MANUAL

None at this time.