

**DATE:** August 31, 2023  
**TO:** Holders of the AHCCCS Contractor Operations Manual  
**FROM:** DHCS Contracts and Policy  
**SUBJECT:** AHCCCS Contractor Operations Manual (ACOM)

This memo describes additions and/or revisions to the ACOM. For questions regarding policy updates email the Contracts and Policy Unit at: [DHCMContractsandPolicy@azahcccs.gov](mailto:DHCMContractsandPolicy@azahcccs.gov).

### **NAME CHANGE**

Effective April 1, 2021, Comprehensive Medical and Dental Program (CMDP) changed to Comprehensive Health Plan (CHP) due to Behavioral health integration. Refer to Laws 2019, 1<sup>st</sup> Regular Session. AHCCCS is in the process of revising all pertinent documents to reflect the new name.

### **CONTRACT NAME CHANGE**

Effective October 1, 2022, the Regional Behavioral Health Authority (RBHA) for the Managed Care Organizations was aligned with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC-RBHA Contractors. AHCCCS is in the process of revising all pertinent documents to reflect this change.

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### **AHCCCS CONTRACT AND POLICY DICTIONARY AND AHCCCS RELATED ACRONYMS**

*To view the AHCCCS Contract and Policy Dictionary, please access the following link:*

#### **[AHCCCS CONTRACT AND POLICY DICTIONARY](#)**

The AHCCCS Contract and Policy Dictionary provides a centralized location for definitions that are utilized in various ACOM and AMPM Policies. A hyperlink to the location of the AHCCCS Contract and Policy Dictionary has been added to applicable policies. AHCCCS is in the process of adding an area within the Definition Section of all policies that identifies terms used/referenced in that policy to encourage viewing of the AHCCCS Contract and Policy Dictionary to better understand how AHCCCS defines the word or term. However, some policies have specific terms/definitions that may have a slightly different meaning for that respective Policy; those terms/definitions will remain in the Policy and will include a statement indicating 'For purposes of this Policy only'.

*To view the AHCCCS Related Acronyms, please access the following link:*

#### **[AHCCCS RELATED ACRONYMS](#)**

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**UPDATES AND REVISIONS TO THE AHCCCS CONTRACT AND POLICY DICTIONARY**

The following terms have been revised for alignment in the [AHCCCS Contract and Policy Dictionary](#).

- **AHCCCS CONTRACTOR OPERATIONS MANUAL (ACOM)**
- **AHCCCS MEDICAL POLICY MANUAL (AMPM)**
- **APPLICANT**
- **ARIZONA DEPARTMENT OF CHILD SAFETY (DCS)/COMPREHENSIVE HEALTH PLAN (DCS/CHP)**
- **ARIZONA LONG TERM CARE SYSTEM (ALTCS)**
- **COMMUNITY RESOURCE GUIDE**
- **DEPARTMENT OF ECONOMIC SECURITY/DIVISION OF DEVELOPMENTAL DISABILITIES (DES/DDD) TRIBAL HEALTH PROGRAM (DDD THP)**
- **EQUITY PARTNERS**
- **HIGH-RISK PREGNANCY**
- **HOUSING SPECIALIST**
- **HEALTH INFORMATION TECHNOLOGY (HIT)**
- **MEDICAID**
- **PERMANENT SUPPORTIVE HOUSING (PSH)**
- **RURAL HEALTH CLINIC (RHC)**
- **SCOPE OF WORK**
- **SERIOUS EMOTIONAL DISTURBANCE (SED) ELIGIBILITY DETERMINATION**
- **SHALL**
- **STATE CHILDREN'S HEALTH INSURANCE PROGRAM (SCHIP)**
- **SUBCONTRACT**

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**UPDATES AND REVISIONS TO THE AHCCCS CONTRACTOR OPERATIONS MANUAL (ACOM)**

*To view the policies and attachments, please access the following link:*

**[AHCCCS CONTRACTOR OPERATIONS MANUAL \(ACOM\)](#)**

None.

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**[NEWLY ADDED TO APPROVED NOT YET EFFECTIVE](#)**

**UPDATES AND REVISIONS TO THE AHCCCS CONTRACTOR OPERATIONS MANUAL (ACOM)**

*To view the policies and attachments, please access the following link:*

**[AHCCCS CONTRACTOR OPERATIONS MANUAL \(ACOM\)](#)**

**ACOM POLICY 314 – AUTO-ASSIGNMENT ALGORITHM**

ACOM Policy 314 was updated to align with annual updates and AHCCCS priorities including changing the target percentage and weighting factors, revising the example table of factors to reflect the updated weights, and expanding future auto-assignment factors to include other combinations such as provider surveys, member surveys, and/or National Committee for Quality Assurance (NCQA) Accreditation Scores.

*Implementation Date 10/01/23.*

**POST PUBLIC COMMENT CHANGES:**

ACOM Policy 314 was revised to further clarify original changes after being posted for public comment on 07/13/23.

**ACOM POLICY 416 – PROVIDER INFORMATION**

ACOM Policy 416 was revised for annual updates including specifying the Contractor’s process for referrals, provision, and evaluations of Augmentative and alternative Communication (AAC) related services, expansion of provider registration options for updating current population groups served, and general formatting.

*Implementation Date 10/01/23.*

**POST PUBLIC COMMENT CHANGES:**

ACOM Policy 416 was revised to further clarify original changes after being posted for public comment on 05/12/23.

### **ACOM POLICY 436 – NETWORK STANDARDS**

ACOM Policy 436 was revised for annual updates including modifying county and district definitions, addition of Clinical Nurse Specialist as an eligible provider type, removal of IC 77 provider type from Crisis Stabilization Facility, removal of Adult Foster Care (AFC) Homes from DDD required contracting list, expansion of exception process to include an explanation of the efforts and consideration of rates offered to non-contracted providers, and updated methodologies section for alignment with reporting requirements in Attachment A.

*Implementation Date 10/01/23.*

- **ATTACHMENT A – MINIMUM NETWORK REQUIREMENTS VERIFICATIONS TEMPLATE**

Attachment A was revised to include options for Telehealth Availability on the Time and Distance tab and removed Adult Foster Care (AFC) Homes from DES/DDD network for ALTCS tabs.

### **POST PUBLIC COMMENT CHANGES:**

ACOM Policy 436 was revised to further clarify original changes after being posted for public comment on 06/14/23.

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### **PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE**

#### **ACOM POLICY 101 – MARKETING**

Refer to Revision Memo dated 06/13/23.

*Implementation Date 10/01/23.*

#### **ACOM POLICY 301 - ALTCS E/PD PROGRAM TIERED RECONCILIATION**

Refer to Revision Memo dated 06/21/23.

*Implementation Date 10/01/23.*

#### **ACOM POLICY 311 - ACC AND ACC-RBHA PROGRAM TIERED RECONCILIATION**

Refer to Revision Memo dated 06/21/23.

*Implementation Date 10/01/23.*

#### **ACOM POLICY 325 – TARGETED INVESTMENTS PROGRAM 2.0**

Refer to Revision Memo dated 07/20/23.

*Implementation Date 10/01/23*

**ACOM POLICY 327 – PEDIATRIC SERVICES INITIATIVE**

Refer to Revision Memo dated 05/16/23.  
*Implementation Date 10/01/23.*

**ACOM POLICY 406 – MEMBER HANDBOOK AND PROVIDER DIRECTORY**

Refer to Revision Memo dated 08/16/23.  
*Implementation Date 10/01/23.*

**ACOM POLICY 438 – ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION**

Refer to Revision Memo dated 08/16/23.  
*Implementation Date 10/01/23.*