

CCE YH20-0002
CCE SECTION F, ATTACHMENT F3, CONTRACTOR CHART OF DELIVERABLES
ACC ACC-RBHA TITLE XIX/XXI CONTRACTOR CHART OF DELIVERABLES

CONTRACT SECTION F, ATTACHMENT F3, CONTRACTOR CHART OF DELIVERABLES ACC & ACC-RBHA TITLE XIX/XXI EFFECTIVE OCTOBER 1, 2022 DELIVERABLES APPLY TO, AND MUST BE SUBMITTED FOR, BOTH ACC AND ACC-RBHA UNLESS OTHERWISE NOTED								
AREA	TIMEFRAME	REPORT	WHEN DUE	CONTRACT SECTION, PARAGRAPH	REFERENCE/POLICY	CHECKLIST-TEMPLATE-REPORTING FORM	SUBMITTED VIA	ACC-RBHA ONLY
DBF/CONTRACT PURCHASING	Ad Hoc	Certifications of Insurance	Within 10 days of notification of contract award and prior to commencement of any services under this Contract	E,29	N/A	N/A	Email notification to AHCCCS Procurement Office: Procurement@azahcccs.gov	
DBF/CONTRACT PURCHASING	Ad Hoc	Insurance Material Change	Within 30 days of event	E,29	N/A	N/A	Email notification to AHCCCS Procurement Office: Procurement@azahcccs.gov	
DBF/TPL UNIT	Ad Hoc	Third Party Liability Reporting - Other Third Party Liability Recoveries: For Determination of a Mass Tort, Total Plan Case or Joint Case	Within 10 days of discovery	D,54	AHCCCS Technical Interface Guidelines; ACOM Policy 434	N/A	Email, Fax, or mail submission to AHCCCS TPL Contractor (HMS)	
DBF/TPL UNIT	Ad Hoc	Third Party Liability Reporting - Involving Commercial Insurance Payor Sources: TPL Leads File or Via the TPL Referral Web Portal	Within 10 days of discovery	D,54	AHCCCS Technical Interface Guidelines; ACOM Policy 434	N/A	AHCCCS FTP to AHCCCS ISD or TPL Referral Web Portal: ecenter.hmsy.com/ to AHCCCS TPL Contractor (HMS)	
DBF/TPL UNIT	Ad Hoc	Total Plan Case Settlement Reporting Via the Settlement Notification Form (when reporting, Contractors must use the monthly file or the ad hoc form)	Within 10 business days from the settlement date	D,54	ACOM Policy 434	ACOM Policy 434, Attachment A	Email, Fax, or mail submission to AHCCCS TPL Management Analyst	
DBF/TPL UNIT	Monthly	Total Plan Case Settlement Reporting Via Monthly File (when reporting, Contractors must use the monthly file or the ad hoc form)	20 th day of the month	D,54	ACOM Policy 434	ACOM Policy 434, Attachment A	Email, Fax, or mail submission to AHCCCS TPL Management Analyst	
DCAIR/OFFICE OF HUMAN RIGHTS	Ad Hoc	Copy of Appeal, Results of an Informal Conference, and Notices of Hearing in Appeals Concerning a Member in Need of Special Assistance	Upon Occurrence	D,9	AMPM Policy 320-R	N/A	Secure Email to: OHRts@azahcccs.gov	SUBMIT FOR ACC-RBHA ONLY DOES NOT APPLY TO ACC
DCAIR/OFFICE OF HUMAN RIGHTS	Ad Hoc	Grievance or Request for Investigation and Grievance/Investigation Decision Letter Concerning a Member in Need of Special Assistance	Upon Occurrence	D,9	AMPM Policy 320-R	N/A	Secure Email to: OHRts@azahcccs.gov	SUBMIT FOR ACC-RBHA ONLY DOES NOT APPLY TO ACC
DCAIR/OFFICE OF HUMAN RIGHTS	Ad Hoc	Notification of a Member in Need of Special Assistance	Within 5 days of meeting criteria	D,9	AMPM Policy 320-R	N/A	AHCCCS QM Portal	SUBMIT FOR ACC-RBHA ONLY DOES NOT APPLY TO ACC
DCAIR/OFFICE OF HUMAN RIGHTS	Ad Hoc	Notification of a Member No Longer in Need of Special Assistance	Within 10 days of no longer meeting criteria	D,9	AMPM Policy 320-R	N/A	AHCCCS QM Portal	SUBMIT FOR ACC-RBHA ONLY DOES NOT APPLY TO ACC
DCAIR/OFFICE OF HUMAN RIGHTS	Ad Hoc	Updates to Special Assistance Member Demographics	Within 5 business days of change	D,9	AMPM Policy 320-R	N/A	AHCCCS QM Portal	SUBMIT FOR ACC-RBHA ONLY DOES NOT APPLY TO ACC
DCAIR/OFFICE OF INDIVIDUAL AND FAMILY AFFAIRS	Quarterly	Peer/Recovery Support Specialist Involvement in Service Delivery	15 days after the end of each quarter	D,5	AMPM Policy 963	AMPM Policy 963, Attachment A	SharePoint (Submit one deliverable for all lines of business including Non-Title XIX/XXI ACC-RBHA under ACC Contract)	
DCAIR/OFFICE OF INDIVIDUAL AND FAMILY AFFAIRS	Quarterly	Roster of Peer and Family Committee Members	15 days after the end of each quarter	D,5	N/A	Reporting Form as provided by DCAIR, OIFA Bureau Chief	SharePoint (Submit one deliverable for all lines of business under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DCAIR/OFFICE OF INDIVIDUAL AND FAMILY AFFAIRS	Ad Hoc	New Peer-Run and/or Family-Run Organization Request Form	As needed	D,5	N/A	Reporting Form as provided by DCAIR, OIFA Bureau Chief	SharePoint	
DCAIR/OFFICE OF INDIVIDUAL AND FAMILY AFFAIRS	Ad Hoc	OIFA Strategic Plan	Upon request	D,15	N/A	N/A	SharePoint	
DCAIR/OFFICE OF INDIVIDUAL AND FAMILY AFFAIRS	Quarterly	Credentialed Parent/Family Support Specialist Involvement in Service Delivery	15 days after the end of each quarter	D,5	AMPM Policy 964	AMPM Policy 964, Attachment A	SharePoint (Submit one deliverable for all lines of business including Non-Title XIX/XXI ACC-RBHA under ACC Contract)	
DGA/GRANTS	Annually	Substance Use Treatment Program Report	July 31	D,23	N/A	Reporting Form as provided by DGA, Grant Manager	SharePoint (Submit one deliverable for all lines of business including Non-Title XIX/XXI ACC-RBHA under ACC Contract)	
DGA/GRANTS	Semi-Annually	ODU Provider List	January 1; July 1	D,11	N/A	Reporting Form as Provided by the Grants Administrator	SharePoint (Submit one deliverable for all lines of business including Non-Title XIX/XXI ACC-RBHA under ACC Contract)	
DHCM/CLINICAL RESOLUTION	Ad Hoc	Contractor Response to AHCCCS Regarding Member Grievances (Response to Problem Resolution)	Initial two to 72 hour response as indicated by complaint urgency	D,25	N/A	N/A	Email to the Clinical Resolution Specialist	
DHCM/CLINICAL RESOLUTION	Ad Hoc	Survivors of Sex Trafficking Outreach Activity Results	Within seven days of notification	D,23	N/A	N/A	Email to the Clinical Resolution Specialist	
DHCM/EMPLOYMENT	Quarterly	Psychiatric Rehabilitation Progress Report	15 days after the end of each quarter	D,9	ACOM Policy 447	ACOM Policy 447, Attachment A	SharePoint	
DHCM/FINANCE	Ad Hoc	Change in Contractor Organizational Structure: Automatic Clearing House (ACH) Vendor Authorization Form	45 days prior to the effective date and commencement of operations	D,49	ACOM Policy 317	https://www.azahcccs.gov/PlansProviders/RatesAndBilling/FPS/directdeposit.html	SharePoint (Submit one deliverable for all lines of business under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/FINANCE	Ad Hoc	Corporate Cost Allocation Plans and Adjustment in Management Fees	Prior approval required	D,50	AHCCCS Financial Reporting Guide	N/A	SharePoint	
DHCM/FINANCE	Ad Hoc	Nursing Facility Contracted Rates for Reinsurance	30 days after a nursing facility rate change	D,53	AHCCCS Reinsurance Policy Manual	N/A	Email to: dhcminsurance@azahcccs.gov	
DHCM/FINANCE	Ad Hoc	PBP Expenditures Report (TI Breakout) (CYE20)	March 15 (2.5 months after the end of the measurement year)	D,50	ACOM Policy 307	ACOM Policy 307, Attachment B	Email Notification to the DHCM Finance Manager	
DHCM/FINANCE	Ad Hoc	Performance Bond or Bond Substitute	30 days after notification from AHCCCS or upon self-identification of needed increase	D,43	ACOM Policy 305	N/A	Mail or hand-delivered sealed originals to DHCM Finance	
DHCM/FINANCE	Ad Hoc	Physician Incentives: Contractual Arrangements with Substantial Financial Risk	45 days prior to implementation of the contract	D,41	N/A	N/A	SharePoint	
DHCM/FINANCE	Ad Hoc	Proposed Rates and Adjustments	60 or 90 days in Advance of Implementation (refer to Contract Section D)	D,26; D,50	N/A	N/A	SharePoint	

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AREA	TIMEFRAME	REPORT	WHEN DUE	CONTRACT SECTION, PARAGRAPH	REFERENCE/POLICY	CHECKLIST-TEMPLATE-REPORTING FORM	SUBMITTED VIA	ACC-RBHA ONLY
DHCM/FINANCE	Ad Hoc	Provider Payment Arrangements/Encounter Monitoring	Upon Request	D,60	AHCCCS Financial Reporting Guide	N/A	SharePoint	SUBMIT FOR ACC-RBHA ONLY DOES NOT APPLY TO ACC
DHCM/FINANCE	Ad Hoc	Related Parties or Affiliates Advances, Loans, Loan Guarantees, Investments, Profit Sharing, or Equity Distributions	30 days prior to disbursement of funds	D,46	AHCCCS Financial Reporting Guide	N/A	Email notification to DHCM Finance Manager	
DHCM/FINANCE	Annually	Administrative Cost Allocation Plan	August 1	D,36	AHCCCS Financial Reporting Guide	N/A	SharePoint	SUBMIT FOR ACC-RBHA ONLY DOES NOT APPLY TO ACC
DHCM/FINANCE	Annually	APM Strategies Certification (Final) - Medicaid ACO Subcontractor Detail, Structured Payment File, and APM indicator	April 30 (19 months after the end of the measurement year)	D,47	ACOM Policy 306; ACOM Policy 307	ACOM Policy 307, Attachment B.1	Email notification to DHCM Value Based Purchasing Analyst	
DHCM/FINANCE	Annually	APM Strategies Certification (Final), Structured Payment File, and APM Indicator	April 30 (19 months of the end of the measurement year)	D,47	ACOM Policy 307	ACOM Policy 307, Attachment B	Email notification to DHCM Value Based Purchasing Analyst	
DHCM/FINANCE	Annually	APM Strategies Certification (Initial)	April 1 of the measurement year	D,47	ACOM Policy 306; ACOM Policy 307	ACOM Policy 307, Attachment B	Email notification to DHCM Value Based Purchasing Analyst	
DHCM/FINANCE	Annually	APM Strategies Certification (Initial) - Medicaid ACO Subcontractor Detail	April 1 of the measurement year	D,47	ACOM Policy 306; ACOM Policy 307	ACOM Policy 307, Attachment B.1	Email notification to DHCM Value Based Purchasing Analyst	
DHCM/FINANCE	Annually	APM Strategies Certification (Interim) - Medicaid ACO Subcontractor Detail, Structured Payment File, and APM indicator	June 30 after the end of the measurement year	D,47	ACOM Policy 306; ACOM Policy 307	ACOM Policy 307, Attachment B.1	Email notification to DHCM Value Based Purchasing Analyst	
DHCM/FINANCE	Annually	APM Strategies Certification (Interim), Structured Payment File, and APM Indicator	June 30 after the end of the measurement year	D,47	ACOM Policy 307	ACOM Policy 307, Attachment B	Email notification to DHCM Value Based Purchasing Analyst	
DHCM/FINANCE	Annually	Audited Financial Information for Controlling Entity	120 days after the Contractor's Fiscal Year End	D,47	AHCCCS Financial Reporting Guide	N/A	SharePoint (Submit one deliverable for all lines of business under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/FINANCE	Annually	Capitation Rate Setting Actuarial Data Request	Two weeks after request	D,51	N/A	N/A	FTP Server with email notification to DHCM/Finance: Managed_Care_Finance@azahcccs.gov	
DHCM/FINANCE	Annually	Community Reinvestment Plan	November 30	D,51	AHCCCS Financial Reporting Guide	N/A	SharePoint	
DHCM/FINANCE	Annually	Community Reinvestment Report	June 30 following the contract year end	D,51	AHCCCS Financial Reporting Guide	N/A	SharePoint	
DHCM/FINANCE	Annually	Contract Year Annual Supplement	November 29	D,47	AHCCCS Financial Reporting Guide	AHCCCS Financial Reporting Guide	SharePoint (Submit one deliverable for all lines of business under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/FINANCE	Annually	Draft Audit Financial Adjustments (Flat File)	90 days after the Contractor's Fiscal Year End	D,47	AHCCCS Financial Reporting Guide	N/A	FTP Server (Submit one deliverable for ACC-RBHA Title XIX/XXI and Non-Title XIX/XXI under Title XIX/XXI ACC-RBHA; submit other LOB separately)	
DHCM/FINANCE	Annually	Draft Audit Financial Information for Contractor (Flat File)	90 days after the Contractor's Fiscal Year End	D,47	AHCCCS Financial Reporting Guide	N/A	FTP Server (Submit one deliverable for ACC-RBHA Title XIX/XXI and Non-Title XIX/XXI under Title XIX/XXI ACC-RBHA; submit other LOB separately)	
DHCM/FINANCE	Annually	Draft Audit Financial Reporting Package	90 days after Contractor's Fiscal Year end	D,47	AHCCCS Financial Reporting Guide	N/A	SharePoint (Submit one deliverable for all lines of business including Non-Title XIX/XXI ACC-RBHA under ACC Contract)	
DHCM/FINANCE	Annually	Final Audit Financial Adjustments (Flat File)	120 days after the Contractor's Fiscal Year End	D,47	AHCCCS Financial Reporting Guide	N/A	FTP Server (Submit one deliverable for ACC-RBHA Title XIX/XXI and Non-Title XIX/XXI under Title XIX/XXI ACC-RBHA; submit other LOB separately)	
DHCM/FINANCE	Annually	Final Audit Financial Information for Contractor (Flat File)	120 days after the Contractor's Fiscal Year End	D,47	AHCCCS Financial Reporting Guide	N/A	FTP Server (Submit one deliverable for ACC-RBHA Title XIX/XXI and Non-Title XIX/XXI under Title XIX/XXI ACC-RBHA; submit other LOB separately)	
DHCM/FINANCE	Annually	Final Audit Financial Reporting Package	120 days after Contractor's Fiscal Year end	D,47	AHCCCS Financial Reporting Guide	N/A	SharePoint (Submit one deliverable for all lines of business including Non-Title XIX/XXI ACC-RBHA under ACC Contract)	
DHCM/FINANCE	Annually	Medical Loss Ratio Report and Attestation	April 1 following the Contract Year end	D,47	AHCCCS Financial Reporting Guide	N/A	SharePoint	
DHCM/FINANCE	Annually	Nursing Facility Contracted Rates for Reinsurance	October 1	D,53	AHCCCS Reinsurance Policy Manual	N/A	Email to: dcmreinsurance@azahcccs.gov	
DHCM/FINANCE	Annually	PBP Planned Expenditures Report (TI Breakout)	February 1 of the measurement year	D,50	ACOM Policy 307	ACOM Policy 307, Attachment B	Email Notification to the DHCM Finance Manager	
DHCM/FINANCE	Annually	PBP Subcontractor Financial Transparency Report	April 30 (4 months after the end of the measurement year)	D,50	ACOM Policy 307	ACOM Policy 307, Attachment B.1	Email Notification to the DHCM Finance Manager	
DHCM/FINANCE	Annually	Performance Bond	30 days prior to performance bond expiration	D,43	ACOM Policy 305	ACOM Policy 305, Attachment A	Mail or Hand-Delivered to DHCM Finance Manager	
DHCM/FINANCE	Annually	Performance Bond Attestation	October 1	D,43	ACOM Policy 305	ACOM Policy 305, Attachment A	Mail or Hand-Delivered to DHCM Finance	
DHCM/FINANCE	Annually	Performance Measure and MLR Report	March 15 (2.5 months after the end of the measurement year)	D,50	ACOM Policy 307	ACOM Policy 307, Attachment C and Attachment D	Email Notification to the DHCM Value Based Purchasing Analyst	
DHCM/FINANCE	Annually	VBP/APM Contracts	October 1	D,50	ACOM Policy 307	N/A	Email Notification to DHCM Value Based Purchasing Analyst	
DHCM/FINANCE	Quarterly	Cost Avoidance Savings Recovery Report	45 days after the reporting quarter: (Oct - Dec: Due Feb 14) (Jan - March: Due May 15) (Apr - June: Due August 14) (July - Sept: Due Nov 14)	D,54	AHCCCS Program Integrity Reporting Guide	N/A	SharePoint	

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AREA	TIMEFRAME	REPORT	WHEN DUE	CONTRACT SECTION, PARAGRAPH	REFERENCE/POLICY	CHECKLIST-TEMPLATE-REPORTING FORM	SUBMITTED VIA	ACC-RBHA ONLY
DHCM/FINANCE	Quarterly	Financial Reporting Package	60 days after quarter end (Oct - Dec: Due Mar 1) (Jan - March: Due May 30) (Apr - June: Due August 29) (July - Sept: Due Nov 29)	D,47	AHCCCS Financial Reporting Guide	N/A	SharePoint (Submit one deliverable for ACC-RBHA Title XIX/XXI and Non-Title XIX/XXI under Title XIX/XXI ACC-RBHA; submit other LOB separately)	
DHCM/FINANCE	Quarterly	Financial Reporting Package for Medicare D-SNP LOB	60 days after the end of each quarter: (Oct - Dec: Due March 1) (Jan - March: Due May 30) (Apr - June: Due August 29) (July - Sept: Due Nov 29) If AHCCCS certified, the quarterly deliverable for Oct-Dec is due March 1st, if licensed through the Arizona Department of Insurance and Financial Institutions then the annual filing at March 31st is required and we do not require the quarterly Oct-Dec report at March 1 report.	D,47	AHCCCS Financial Reporting Guide	N/A	SharePoint (Submit one deliverable for all lines of business under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/FINANCE	Quarterly	FQHC Member Information	60 days after the end of each quarter: (Oct - Dec: Due March 1) (Jan - March: Due May 30) (Apr - June: Due August 29) (July - Sept: Due Nov 29)	D,33	AHCCCS Financial Reporting Guide	N/A	SharePoint	
DHCM/FINANCE	Quarterly	Premium Tax Reporting	March 15; June 15; September 15; December 15	D,50	ACOM Policy 304	https://insurance.az.gov/insurers/taxes/ahcccs-contractor	SharePoint (Submit one deliverable for all lines of business under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/FINANCE	Quarterly	Unaudited Financial Information for Contractor (Flat File)	45 days after the end of each quarter: (Oct - Dec: Due Feb 14) (Jan - March: Due May 15) (Apr - June: Due August 14) (July - Sept: Due Nov 14)	D,47	AHCCCS Financial Reporting Guide	N/A	SharePoint (Submit one deliverable for ACC-RBHA Title XIX/XXI and Non-Title XIX/XXI under Title XIX/XXI ACC-RBHA; submit other LOB separately)	
DHCM/FINANCE	Quarterly	Verification of Receipt of Paid Services	15th day after the end of the quarter that follows the reporting quarter; (Oct-Dec: Due April 15)(Jan-March: Due July 15)(April-June: Due Oct 15) (July-Sept: Due Jan 15)	D,50	ACOM Policy 424	ACOM Policy 424, Attachment A	SharePoint	
DHCM/HOUSING	Quarterly	Supportive Housing Report	15 days after the end of each quarter	D,11	N/A	N/A	SharePoint	
DHCM/MCH/EPSDT	Ad Hoc	AHCCCS Certificate of Necessity for Pregnancy Termination & AHCCCS Verification of Diagnosis by Contractor for Pregnancy Termination Requests	Within 10 days of identification	D,9	AMPM Policy 410	AMPM Policy 410, Attachment C and Attachment D	SharePoint (Submit one deliverable for all lines of business under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/MCH/EPSDT	Ad Hoc	Pregnancy Termination Report	Within 10 days of identification	D,9	AMPM Policy 410	AMPM Policy 410, Attachment E	SharePoint	
DHCM/MCH/EPSDT	Ad Hoc	Sterilization Reporting	Within 10 days of identification	D,9	AMPM Policy 420	AMPM Policy 420, Attachment B	SharePoint	
DHCM/MCH/EPSDT	Ad Hoc	Stillbirth Supplement Request	Within six months from the delivery date	D,9	AMPM Policy 410	AMPM Policy 410, Attachment B	SharePoint (Submit one deliverable for all lines of business under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/MCH/EPSDT	Annually	Dental Program Plan (inclusive of Work Plan and Work Plan Evaluation)	July 30	D,9	AMPM Policy 431	AMPM Policy 431, Attachment B	SharePoint (Submit one deliverable for all lines of business under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/MCH/EPSDT	Annually	EPSDT Program Plan (inclusive of Work Plan and Work Plan Evaluation)	July 30	D,9	AMPM Policy 430	AMPM Policy 430, Attachment F	SharePoint (Submit one deliverable for all lines of business under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/MCH/EPSDT	Annually	Maternity and Family Planning Services Program Plan (inclusive of Work Plan and Work Plan Evaluation)	July 30	D,30	AMPM Policy 420	AMPM Exhibit 2A	SharePoint (Submit one deliverable for all lines of business under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/MCH/EPSDT	Quarterly	EPSDT and Adult Monitoring Report	Suspended	D,23	AMPM Policy 430	AMPM Appendix A	SharePoint	
DHCM/MCH/EPSDT	Semi-Annually	Number of Pregnant Women who are HIV/AIDS-Positive	30 days after the reporting periods of: [10/1 through 3/31] & [4/1 through 9/30]	D,9	AMPM Policy 410	AMPM Policy 410, Attachment A	SharePoint	
DHCM/MEDICAL MANAGEMENT	Ad Hoc	Catastrophic Reinsurance Request	Within 30 days for a newly enrolled member to plan or newly diagnosed	D,53	AHCCCS Reinsurance Policy Manual	AHCCCS Reinsurance Form - Request for Catastrophic Reinsurance: https://www.azahcccs.gov/PlansProviders/HealthPlans/Reinsurance/Letter and Supporting Medical Documentation	Right Fax	
DHCM/MEDICAL MANAGEMENT	Ad Hoc	Changes to Interventions and Parameters to Contractor's Exclusive Pharmacy and/or Single Prescriber Process	30 days prior to implementation	D,23	AMPM Policy 310-FF; AMPM Policy 1024	AMPM Policy 1024, Attachment A	SharePoint	
DHCM/MEDICAL MANAGEMENT	Ad Hoc	Mental Health Parity Deficiencies Report	Within five business days of identifying the deficiency	D,11	ACOM Policy 110	Reporting Form as provided by DHCM, Medical Management Manager	SharePoint	
DHCM/MEDICAL MANAGEMENT	Ad Hoc	PASRR Packet Including Invoice	Ad Hoc	D,9	AMPM Policy 680-C	AMPM Policy 680-C, Attachment B, and Attachment C	Email to: PASRRProgram@azahcccs.gov	SUBMIT FOR ACC-RBHA ONLY DOES NOT APPLY TO ACC
DHCM/MEDICAL MANAGEMENT	Ad Hoc	Transplant Reinsurance Request	Within 30 days of the first component of the transplant	D,53	AHCCCS Reinsurance Policy Manual	AHCCCS Reinsurance Form - Request for Transplant Reinsurance: https://www.azahcccs.gov/PlansProviders/HealthPlans/Reinsurance/	Right Fax	
DHCM/MEDICAL MANAGEMENT	Annually	Documentation Supporting Compliance with Mental Health Parity	August 15	D,11	ACOM Policy 110	Reporting Form as provided by DHCM, Medical Management Manager	SharePoint	

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AREA	TIMEFRAME	REPORT	WHEN DUE	CONTRACT SECTION, PARAGRAPH	REFERENCE/POLICY	CHECKLIST-TEMPLATE-REPORTING FORM	SUBMITTED VIA	ACC-RBHA ONLY
DHCM/MEDICAL MANAGEMENT	Annually	Drug Utilization Review	30 days after receipt of the questions from AHCCCS	D,22	AMPM Policy 1024	N/A	SharePoint	
DHCM/MEDICAL MANAGEMENT	Annually	Catastrophic Reinsurance and Crossover Member List	By October 30 of each contract year	D,53	AHCCCS Reinsurance Policy Manual	Request for Catastrophic Reinsurance Form Letter and Member List Template	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/MEDICAL MANAGEMENT	Annually	High Cost Behavioral Health Report	December 15 (for July 1- June 30 timeframe)	D,23	N/A	N/A	SharePoint (Submit one deliverable for all lines of business including Non-Title XIX/XXI ACC-RBHA under ACC Contract)	
DHCM/MEDICAL MANAGEMENT	Annually	Medical Management Program Plan (inclusive of Work Plan and Work Plan Evaluation)	July 30	D,23	AMPM Policy 1010	AMPM Policy 1010, Attachment A and Attachment B	SharePoint (Submit one deliverable for all lines of business under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/MEDICAL MANAGEMENT	Annually	Transplant Reinsurance Crossover Member List	By October 30 of each contract year	D,53	AHCCCS Reinsurance Policy Manual	Request for Catastrophic Reinsurance Form Letter and Member List Template	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/MEDICAL MANAGEMENT	Monthly	24 Hours Post Medical Clearance ED Report	15 days after the end of each month	D,23	AMPM Policy 1021	AMPM Policy 1021, Attachment B	SharePoint	
DHCM/MEDICAL MANAGEMENT	Quarterly	DME Service Delivery Reporting	90 days after the end of the quarter (e.g., April-June due October 1)	D,26	AMPM Policy 310-P	AMPM Policy 310-P, Attachment A	SharePoint (Submit one deliverable for all lines of business under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/MEDICAL MANAGEMENT	Quarterly	Inpatient Hospital Showings Report	15 days after the end of each quarter	D,23	AMPM Policy 1020	N/A	SharePoint (Submit one deliverable for all lines of business under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/MEDICAL MANAGEMENT	Quarterly	Justice System Reach-in Monitoring Report	15 days after the end of each quarter	D,23	AMPM Policy 1022	AMPM Policy 1022, Attachment A	SharePoint	
DHCM/MEDICAL MANAGEMENT	Quarterly	Pharmacy and/or Prescriber - Member Assignment Report	15 days after the end of each quarter	D,23	AMPM Policy 310-FF; AMPM Policy 1024	AMPM Policy 1024, Attachment A	SharePoint	SUBMIT FOR ACC-RBHA ONLY DOES NOT APPLY TO ACC
DHCM/MEDICAL MANAGEMENT	Quarterly	Transplant Log	15 days after the end of each quarter	D,23	AHCCCS Reinsurance Policy Manual	AHCCCS Reinsurance Manual, Reinsurance Form, Quarterly Transplant Log	SharePoint (Submit one deliverable for all lines of business under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/MEDICAL MANAGEMENT	Quarterly	NOA Self-Audit Scores and Executive Summary	45 days after the end of each quarter	D,23	ACOM Policy 414	Reporting Form as provided by DHCM, Medical Management Manager	SharePoint	
DHCM/MEDICAL MANAGEMENT	Semi-Annually	Emergency Department Diversion Summary	April 15; October 15	D,23	AMPM Policy 1021	AMPM Policy 1021, Attachment C	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/MEDICAL MANAGEMENT (PHARMACY DIRECTOR)	Annually	Drug Utilization Review Survey	June 1	D,22	N/A	N/A	SharePoint	
DHCM/NETWORK	Ad Hoc	Appointment Availability Review Methods	30 days prior to implementation of the proposed method	D,32	ACOM Policy 417	ACOM Policy 417, Attachment A	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/NETWORK	Ad Hoc	Material Change to Provider Network	60 days prior to expected implementation of the change	D,28	ACOM Policy 439	ACOM Policy 439, Attachment A	SharePoint	
DHCM/NETWORK	Ad Hoc	Proposed Alternative Multi-Specialty Interdisciplinary Care Providers	60 days prior to implementation	D,26	ACOM Policy 436	N/A	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/NETWORK	Ad Hoc	Provider/Network Changes Due to Rates Report	Within 30 days of identification of a provider change due to rates	D,28	ACOM Policy 415	ACOM Policy 415, Attachment D	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/NETWORK	Ad Hoc	Request for Exception to Network Standards	Immediately upon identification	D,26	ACOM Policy 436	N/A	SharePoint	
DHCM/NETWORK	Ad Hoc	Unexpected Material Change to Provider Network – Analysis	Within one week of the 'Unexpected Material Change to Provider Network – Notification	D,28	N/A	N/A	SharePoint	
DHCM/NETWORK	Ad Hoc	Unexpected Material Change to Provider Network – Notification	Within one business day	D,28	N/A	N/A	SharePoint	
DHCM/NETWORK	Annually	Provider Network Development and Management Plan	November 15	D,72	ACOM Policy 415	ACOM Policy 415, Attachment B	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/NETWORK	Quarterly	Appointment Availability Review	15 days after the end of each quarter	D,32	ACOM Policy 417	N/A	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/NETWORK	Quarterly	Mobile Crisis Team Reporting	15 days from the end of the previous quarter: Quarter 1: January 15 Quarter 2: April 15 Quarter 3: July 15 Quarter 4: October 15	D,28	ACOM Policy 436	ACOM Policy 436, Attachment B	SharePoint	SUBMIT FOR ACC-RBHA ONLY DOES NOT APPLY TO ACC
DHCM/NETWORK	Quarterly	Therapeutic Foster Care Adult Behavioral Health Therapeutic Home, and Adult Foster Care Report	45 days after the end of each quarter	D,28	ACOM Policy 415	ACOM Policy 415, Attachment G	SharePoint	
DHCM/NETWORK	Semi-Annually	Minimum Network Requirements Verification Template	April 30; October 30	D,27	ACOM Policy 436	ACOM Policy 436, Attachment A	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/NETWORK	Semi-Annually	Provider Affiliation Transmission (PAT)	April 15; October 15	D,27	AHCCCS Provider Affiliation Transmission Manual	N/A	FTP server with Email notification to DHCM Network Administrator	

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AREA	TIMEFRAME	REPORT	WHEN DUE	CONTRACT SECTION, PARAGRAPH	REFERENCE/POLICY	CHECKLIST-TEMPLATE-REPORTING FORM	SUBMITTED VIA	ACC-RBHA ONLY
DHCM/OFFICE OF WORKFORCE DEVELOPMENT	Annually	Network Workforce Development Plan	November 15	D,26	ACOM Policy 407	ACOM Policy 407, Attachment A	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/OPERATIONS	Ad Hoc	Administrative Services Subcontractor Non-Compliance Reporting	Within 30 days of discovery	D,36	ACOM Policy 438	N/A	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/OPERATIONS	Ad Hoc	Administrative Services Subcontracts	60 days prior to the beginning date of the subcontract	D,36	ACOM Policy 438	ACOM Policy 438, Attachment A	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/OPERATIONS	Ad Hoc	Change in Contractor Organizational Structure: Notification	180 days prior to the effective date	D,49	ACOM Policy 317	N/A	SharePoint (Submit one deliverable for all lines of business under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/OPERATIONS	Ad Hoc	Change in Contractor Organizational Structure: Transition Plan Final Documents	90 days prior to the effective date	D,49	ACOM Policy 317	N/A	SharePoint (Submit one deliverable for all lines of business under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/OPERATIONS	Ad Hoc	Change in Contractor Organizational Structure: Transition Plan Initial Documents	180 days prior to the effective date	D,49	ACOM Policy 317	N/A	SharePoint (Submit one deliverable for all lines of business under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/OPERATIONS	Ad Hoc	Claim Recoupments >12 Months from Original Payment	Upon identification by Contractor	D,51	ACOM Policy 412	N/A	SharePoint	
DHCM/OPERATIONS	Ad Hoc	Completed Change in Contractor Organizational Structure: Documents Required after AHCCCS Approval	Within 120 days of the completed Change in Contractor Organizational Structure	D,49	ACOM Policy 317	N/A	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/OPERATIONS	Ad Hoc	Contractor Request to Add Organizations to Attachment A, Organizations Recognized by AHCCCS	30 days prior to intended use	D,17	ACOM Policy 404	ACOM Policy 404, Attachment A	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/OPERATIONS	Ad Hoc	Data Processes for Recoupments	120 days from receipt of approval	D,51	ACOM Policy 412	N/A	SharePoint	
DHCM/OPERATIONS	Ad Hoc	ID Cards Requiring AHCCCS Approval	45 days prior to dissemination	D,17	ACOM Policy 433	N/A	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/OPERATIONS	Ad Hoc	Independent Audits of Claims Payment/Health Information Systems	Upon request by AHCCCS	D,60	N/A	N/A	SharePoint	
DHCM/OPERATIONS	Ad Hoc	Key Staff: Contact Information Change	Within one business day of the change	D,15	N/A	N/A	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/OPERATIONS	Ad Hoc	Key Staff: Key Position Change	Within 7 days of learning of resignation	D,15	N/A	N/A	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/OPERATIONS	Ad Hoc	Key Staff: Notification of Moving Functions Out of State	60 days prior to proposed change	D,15	N/A	N/A	SharePoint (Submit one deliverable for ACC-RBHA Title XIX/XXI and Non-Title XIX/XXI under Title XIX/XXI ACC-RBHA; submit other LOB separately)	
DHCM/OPERATIONS	Ad Hoc	Marketing Materials	21 days prior to dissemination	D,57	ACOM Policy 101	N/A	SharePoint	
DHCM/OPERATIONS	Ad Hoc	Material Change to Business Operations	60 days prior to expected implementation of the change	D,42	ACOM Policy 439	N/A	SharePoint	
DHCM/OPERATIONS	Ad Hoc	Member Information Materials	15 days prior to release	D,17	ACOM Policy 404	N/A	SharePoint	
DHCM/OPERATIONS	Ad Hoc	Non-AHCCCS Required Survey Notification	15 days prior to conducting the survey	D,18	N/A	N/A	SharePoint (Submit one deliverable for ACC-RBHA Title XIX/XXI and Non-Title XIX/XXI under Title XIX/XXI ACC-RBHA; submit other LOB separately)	
DHCM/OPERATIONS	Ad Hoc	Non-AHCCCS Required Survey Results	45 days after the completion	D,18	N/A	N/A	SharePoint (Submit one deliverable for ACC-RBHA Title XIX/XXI and Non-Title XIX/XXI under Title XIX/XXI ACC-RBHA; submit other LOB separately)	
DHCM/OPERATIONS	Ad Hoc	Notification of Change to Website, Member Handbook, and/or Formulary URL	Within one business day	D,17	ACOM Policy 404	N/A	SharePoint (Submit one deliverable for ACC-RBHA Title XIX/XXI and Non-Title XIX/XXI under Title XIX/XXI ACC-RBHA; submit other LOB separately)	
DHCM/OPERATIONS	Ad Hoc	Provider Advances, Loans, Loan Guarantees, or Investments	10 days prior to disbursement of funds	D,46	ACOM Policy 418	N/A	SharePoint	
DHCM/OPERATIONS	Ad Hoc	Repayment of Advances, Loans, Loan Guarantees, or Investments	Upon completion of repayment or six months from date of AHCCCS approval, whichever comes first	D,46	ACOM Policy 418	N/A	SharePoint	
DHCM/OPERATIONS	Ad Hoc	Requests for Changes to Dental Prior Authorization Requirements	As Identified	D,9	AMPM Policy 431	N/A	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/OPERATIONS	Ad Hoc	Requests for Changes to Uniform Warranty Requirements	As Identified	D,9	AMPM Policy 431	N/A	SharePoint (Submit one deliverable for all lines of business under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/OPERATIONS	Ad Hoc	Single Claim Recoupments >\$50,000	30 days prior to initiating the recoupment, or earlier if the information is available	D,51	ACOM Policy 412	N/A	SharePoint	

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AREA	TIMEFRAME	REPORT	WHEN DUE	CONTRACT SECTION, PARAGRAPH	REFERENCE/POLICY	CHECKLIST-TEMPLATE-REPORTING FORM	SUBMITTED VIA	ACC-RBHA ONLY
DHCM/OPERATIONS	Ad Hoc	Social Networking Applications Listing with URLs	Within 30 days of any changes	D,17	ACOM Policy 425	ACOM Policy 425, Attachment A	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/OPERATIONS	Ad Hoc	System Change Plan	Six months prior to expected implementation	D,60	N/A	N/A	SharePoint	
DHCM/OPERATIONS	Ad Hoc	Telephone Performance Measures	15 days after the month of non-compliance	D,24	ACOM Policy 435	ACOM Policy 435, Attachment A	SharePoint	
DHCM/OPERATIONS	Annually	Administrative Services Subcontractor Evaluation Report	Within 90 days of the start of the Contract Year	D,36	ACOM Policy 438	ACOM Policy 438, Attachment B	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/OPERATIONS	Annually	Continuity of Operations and Recovery Plan Summary	15 days after the start of the Contract Year	D,69	ACOM Policy 104	ACOM Policy 104, Attachment A	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/OPERATIONS	Annually	Cultural Competency Plan Assessment	45 days after the start of the Contract Year	D,19	ACOM Policy 405	ACOM Policy 405, Attachment A	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/OPERATIONS	Annually	Key Staff: Organization Chart, Functional Organization Chart, Listing of All Key Staff Information	15 days after the start of the Contract Year	D,15	N/A	N/A	SharePoint (Submit one deliverable for ACC-RBHA Title XIX/XXI and Non-Title XIX/XXI under Title XIX/XXI ACC-RBHA; submit other LOB separately)	
DHCM/OPERATIONS	Annually	Language Access Plan	45 days after the start of the Contract Year	D,17	ACOM Policy 405	ACOM Policy 405, Attachment A	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/OPERATIONS	Annually	Marketing Attestation Statement	45 days after the start of the Contract Year	D,57	ACOM Policy 101	ACOM Policy 101, Attachment A	SharePoint	
DHCM/OPERATIONS	Annually	Member Handbook	August 1	D,17	ACOM Policy 406	ACOM Policy 406, Attachment A	SharePoint (Submit one deliverable for ACC-RBHA Title XIX/XXI and Non-Title XIX/XXI under Title XIX/XXI ACC-RBHA; submit other LOB separately)	
DHCM/OPERATIONS	Annually	Member Handbook (Final Approved Version)	On or before the start of the contract year	D,17	ACOM Policy 406	ACOM Policy 406, Attachment A	SharePoint (Submit one deliverable for ACC-RBHA Title XIX/XXI and Non-Title XIX/XXI under Title XIX/XXI ACC-RBHA; submit other LOB separately)	
DHCM/OPERATIONS	Annually	Member Information Attestation Statement	45 days after the start of the Contract Year	D,17	ACOM Policy 404	ACOM Policy 404, Attachment C	SharePoint (Submit one deliverable for all lines of business under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/OPERATIONS	Annually	PBM Subcontract	April 1	D,36	N/A	N/A	SharePoint	
DHCM/OPERATIONS	Annually	Social Networking Attestation and Applications Listing with URLs	Within 90 days of the start of the Contract Year	D,17	ACOM Policy 425	ACOM Policy 425, Attachment A	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/OPERATIONS	Annually	Tribal Coordinator Report	November 1	D,23	N/A	N/A	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/OPERATIONS	Annually	Website Certification	45 days after the start of the Contract Year	D,17	ACOM Policy 404	ACOM Policy 404, Attachment B	SharePoint (Submit one deliverable for all lines of business under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/OPERATIONS	Monthly	Claims Dashboard	15 th day of the month following the reporting period	D,37	AHCCCS Claims Dashboard Reporting Guide	N/A	SharePoint	
DHCM/OPERATIONS	Monthly	Corrected Pended Encounter Data	Monthly, according to established schedule	D,60	AHCCCS Encounter Manual	N/A	FTP server	
DHCM/OPERATIONS	Monthly	Crisis Services Report	15 days after month end	D,9	AMPM Policy 590	AMPM Policy 590, Attachment A	SharePoint (Submit one deliverable for ACC-RBHA Title XIX/XXI and Non-Title XIX/XXI under Title XIX/XXI ACC-RBHA)	SUBMIT FOR ACC-RBHA ONLY DOES NOT APPLY TO ACC
DHCM/OPERATIONS	Monthly	Grievance and Appeal System Report	First day of the second month following the month being reported	D,25	AHCCCS Grievance and Appeal System Reporting Guide	N/A	SharePoint	
DHCM/OPERATIONS	Monthly	New Day Encounter	Monthly, according to established schedule	D,60	AHCCCS Encounter Manual	N/A	FTP Server	
DHCM/OPERATIONS	Quarterly	Encounter Submission and Tracking	15 days after the end of each quarter	D,60	AHCCCS Encounter Manual	N/A	FTP server	
DHCM/OPERATIONS	Quarterly	Plan Overrides	15 days after the end of each quarter	D,60	AHCCCS Encounter Manual	https://www.azahcccs.gov/PlansProviders/HealthPlans/encounters.html	FTP server	
DHCM/OPERATIONS	Quarterly	Plan Voids	15 days after the end of each quarter	D,61	AHCCCS Encounter Manual	N/A	FTP server	
DHCM/OPERATIONS	Quarterly	Telephone Performance Measures	15th day of the month following the reporting quarter	D,24	ACOM Policy 435	ACOM Policy 435, Attachment A	SharePoint	
DHCM/OPERATIONS	Semi-Annually	Marketing Activities Report	Every six months (for the previous six months of data) April 10 October 10	D,57	ACOM Policy 101	ACOM Policy 101, Attachment B	SharePoint	
DHCM/OPERATIONS	Semi-Annually	Member Newsletter	30 days prior to intended publication date	D,17	ACOM Policy 404	N/A	SharePoint (Submit one deliverable for all lines of business under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/QUALITY IMPROVEMENT	Ad Hoc	Accreditation Status – Receipt, Renewal, or Loss	Within 15 calendar days of notification or receipt	D,22	N/A	N/A	SharePoint	
DHCM/QUALITY IMPROVEMENT	Ad Hoc	AHCCCS-Mandated PIP Reports Updates (including required AHCCCS-Mandated PIP Final Reports)	As requested/required by AHCCCS	D,22	AMPM Policy 980	As found on the AHCCCS QM/PI Templates & Checklists web page: https://www.azahcccs.gov/Resources/Contractor/Manuals/QMPIReporting.html	SharePoint	

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AREA	TIMEFRAME	REPORT	WHEN DUE	CONTRACT SECTION, PARAGRAPH	REFERENCE/POLICY	CHECKLIST-TEMPLATE-REPORTING FORM	SUBMITTED VIA	ACC-RBHA ONLY
DHCM/QUALITY IMPROVEMENT	Ad Hoc	Contractor Self-Selected PIP Report Updates	As requested by AHCCCS	D,22	AMPM Policy 980	As found on the AHCCCS QM/PI Templates & Checklists web page: https://www.azahcccs.gov/Resources/Contractor/Manuals/QMPIReporting.html	SharePoint	
DHCM/QUALITY IMPROVEMENT	Ad Hoc	Immunization Audit	As requested by AHCCCS	D,22	AMPM Policy 430	Reporting Form as provided by DHCM, Quality Improvement Manager	FTP Server with Email Notification to DHCM Quality Improvement Manager	
DHCM/QUALITY IMPROVEMENT	Ad Hoc	Physician Incentives: Contractor-Selected and/or Developed Pay for Performance Initiative	Prior approval required	D,41	N/A	N/A	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/QUALITY IMPROVEMENT	Annually	AHCCCS-Mandated PIP Reports – Baseline or Remeasurement (Reflective of CY 2021 Measurement Period)	July 15	D,22	AMPM Policy 980	As found on the AHCCCS QM/PI Templates & Checklists web page: https://www.azahcccs.gov/Resources/Contractor/Manuals/QMPIReporting.html	SharePoint	
DHCM/QUALITY IMPROVEMENT	Annually	Contractor Self-Selected PIP Reports – Baseline, Remeasurement, or Final (Reflective of CY 2021 Measurement Period)	July 15	D,22	AMPM Policy 980	As found on the AHCCCS QM/PI Templates & Checklists web page: https://www.azahcccs.gov/Resources/Contractor/Manuals/QMPIReporting.html	SharePoint	
DHCM/QUALITY IMPROVEMENT	Annually	Contractor's Best Practices and Follow Up on Previous Year's EQR Report Recommendations (Reflective of Activities occurring during CYE 2021)	December 1	D,22	AMPM Policy 920	As found on the AHCCCS QM/PI Templates & Checklists web page: https://www.azahcccs.gov/Resources/Contractor/Manuals/QMPIReporting.html	SharePoint	
DHCM/QUALITY IMPROVEMENT	Annually	QM/PI Program Plan (inclusive of Work Plan and Work Plan Evaluation)	July 30	D,22	AMPM Policy 920	As found on the AHCCCS QM/PI Templates & Checklists web page: https://www.azahcccs.gov/Resources/Contractor/Manuals/QMPIReporting.html	SharePoint	
DHCM/QUALITY IMPROVEMENT	Quarterly	Performance Measure Monitoring Report - Reflective of Year to Date Performance	April 30; July 30; October 30	D,22	AMPM Policy 920; AMPM Policy 970	As found on the AHCCCS QM/PI Templates & Checklists web page: https://www.azahcccs.gov/Resources/Contractor/Manuals/QMPIReporting.html	SharePoint	
DHCM/QUALITY MANAGEMENT	Ad Hoc	Actions Reported to the National Provider Data Bank (NPDB) or a Regulatory Board	Within one business day of decision for formal action to be taken in accordance with AMPM Chapter 900 requirements	D,22	AMPM Policy 960	N/A	Secure email notification to DHCM Quality Management at CQM@azahcccs.gov	
DHCM/QUALITY MANAGEMENT	Ad Hoc	Adverse Action Reporting and Rationale for the Adverse Action (Including Limitations and Terminations) of decision for formal action to be taken in accordance with Chapter 900 requirements	Within one business day	D,22	AMPM Policy 960	N/A	Secure email notification to DHCM Quality Management at CQM@azahcccs.gov	
DHCM/QUALITY MANAGEMENT	Ad Hoc	Advisement of Sentinel Incidents, Accidents, and Deaths	Within one business day	D,22	AMPM Policy 961	N/A	Secure Email to DHCM Quality Management at CQM@azahcccs.gov	
DHCM/QUALITY MANAGEMENT	Ad Hoc	Communication of Adverse Action to Provider	Within one business day	D,22	AMPM Policy 950	N/A	Secure Email to DHCM Quality Management at CQM@azahcccs.gov	
DHCM/QUALITY MANAGEMENT	Ad Hoc	Credentialing and Re-Credentialing Denials	Within one business day	D,22	AMPM Policy 950	N/A	Secure Email to DHCM Quality Management at CQM@azahcccs.gov	
DHCM/QUALITY MANAGEMENT	Ad Hoc	Health and Safety On-Site Review	Within 24 hours of completing the review	D,22	AMPM Policy 960	AMPM Policy 960, Attachment C	Secure Email to DHCM Quality Management at CQM@azahcccs.gov	
DHCM/QUALITY MANAGEMENT	Ad Hoc	Incident, Accident, and Death Reports (IAD/IRF)	Within one business day of awareness for Sentinel IAD's and within two business days of awareness for all others	D,22	AMPM Policy 961	N/A	AHCCCS QM Portal	
DHCM/QUALITY MANAGEMENT	Ad Hoc	Notification of Sentinel, High Profile, and/or Potential Media-Coverage Incidents	Within 24 hours of awareness	D,22	AMPM Policy 961	N/A	Secured email notification to Quality Management at CQM@azahcccs.gov with cc to DHCM Clinical Administrator as appropriate	
DHCM/QUALITY MANAGEMENT	Ad Hoc	QOC Resolution Report	As specified in AMPM Policy 960	D,22	AMPM Policy 960	N/A	AHCCCS QM Portal with QM Portal notification to assigned DHCM QM Coordinator	
DHCM/QUALITY MANAGEMENT	Ad Hoc	Redacted IAD,IRF and QOC Documents Involving a Behavioral Health Provider Serving SMI (for ACC-RBHA), Children, and anyone Under COE or COT	Within three days of Contractor review or completion of IAD/IRF/QOC process	D,22	AMPM Policy 960	N/A	AHCCCS QM Portal	
DHCM/QUALITY MANAGEMENT	Ad Hoc	Redacted S&R Individual Reports Concerning All Enrolled Individuals Receiving Services From A Behavioral Health Provider	Within three days of Contractor review or completion of IAD/IRF/QOC process	D,22	AMPM Policy 962	AMPM Policy 962, Attachment A	AHCCCS QM Portal	
DHCM/QUALITY MANAGEMENT	Ad Hoc	S&R Individual Reports Concerning All Enrolled Individuals	Within three days of Contractor receipt	D,22	AMPM Policy 962	AMPM Policy 962, Attachment A	AHCCCS QM Portal	
DHCM/QUALITY MANAGEMENT	Annually	Contractor Monitoring Summary	December 15	D,22	AMPM Policy 910	N/A	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/QUALITY MANAGEMENT	Quarterly	Credentialing Report	30 days after the end of each quarter	D,22	AMPM Policy 950	AMPM Policy 950, Attachment A	SharePoint (Submit one deliverable for all lines of business under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	

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AREA	TIMEFRAME	REPORT	WHEN DUE	CONTRACT SECTION, PARAGRAPH	REFERENCE/POLICY	CHECKLIST-TEMPLATE- REPORTING FORM	SUBMITTED VIA	ACC-RBHA ONLY
DHCM/QUALITY MANAGEMENT	Quarterly	IRR Metrics and Evidence of Completed IRR Activities	45 days after the end of each quarter	D,22	N/A	As found on the AHCCCS QM/PI Templates & Checklists web page: https://www.azahcccs.gov/Resources/Contractor/Manuals/QMPIReporting.html	SharePoint	
DHCM/SYSTEMS OF CARE	Ad Hoc	Behavioral Health Clinical Chart Audit Methodology	Suspended	D,11	AMPM Policy 940	N/A	SharePoint	

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AREA	TIMEFRAME	REPORT	WHEN DUE	CONTRACT SECTION, PARAGRAPH	REFERENCE/POLICY	CHECKLIST-TEMPLATE-REPORTING FORM	SUBMITTED VIA	ACC-RBHA ONLY
DHCM/SYSTEMS OF CARE	Ad Hoc	Behavioral Health Residential Facility Medical Necessity Criteria	As changes are made to criteria	D,9	AMPM Policy 320-V	N/A	SharePoint (Submit one deliverable for all lines of business including Non-Title XIX/XXI ACC-RBHA under ACC Contract)	
DHCM/SYSTEMS OF CARE	Ad Hoc	Copy of each Collaborative Protocol and MOU with System Stakeholders	Within 30 days of a change	D,23	N/A	N/A	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/SYSTEMS OF CARE	Ad Hoc	Out of State Placement Initial Notification	Prior to placement or upon notification of placement	D,23	AMPM Policy 450	N/A	AHCCCS QM Portal	
DHCM/SYSTEMS OF CARE	Ad Hoc	Out of State Placement Progress Update	Every 30 days following initial placement	D,23	AMPM Policy 450	N/A	AHCCCS QM Portal	
DHCM/SYSTEMS OF CARE	Ad Hoc	Performance Improvement Plans for System of Care Based on SOCPR Findings	Suspended	D,9	N/A	N/A	SharePoint	
DHCM/SYSTEMS OF CARE	Annually	ABHTH Placement Medical Necessity Criteria	December 15	D,9	AMPM Policy 320-X	N/A	SharePoint	
DHCM/SYSTEMS OF CARE	Annually	Provider Case Management Plan	December 15	D,11	AMPM Policy 570	AMPM Policy 570, Attachment A	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/SYSTEMS OF CARE	Annually	SMI Targeted Services Report	May 15	D,11	N/A	N/A	SharePoint (Submit one deliverable for ACC-RBHA Title XIX/XXI and Non-Title XIX/XXI under Title XIX/XXI ACC-RBHA)	SUBMIT FOR ACC-RBHA ONLY DOES NOT APPLY TO ACC
DHCM/SYSTEMS OF CARE	Annually	TFC Placement Medical Necessity Criteria	December 15	D,9	AMPM Policy 320-W	N/A	SharePoint	
DHCM/SYSTEMS OF CARE	Monthly	AzSH Monitoring Report	15 days after the end of the month	D,11	AMPM Policy 1021	AMPM Policy 1021, Attachment D	SharePoint (Submit one deliverable for all lines of business under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/SYSTEMS OF CARE	Monthly	Outpatient Commitment COT Monitoring	15 days after month end	D,23	AMPM Policy 320-U	Reporting Form as provided by DHCM, Integrated Care Administrator	SharePoint (Submit one deliverable for all lines of business under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/SYSTEMS OF CARE	Monthly	Psychiatric Security Review Board (PSRB)/Guilty Except Insane (GEI) Conditional Release Report	5th day of the following month	D,23	AMPM Policy 1021	AMPM Policy 1021, Attachment A	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
DHCM/SYSTEMS OF CARE	Quarterly	Behavior Analysis Benefit Report	15 days after the end of each quarter	D,11	N/A	Reporting Form as provided by DHCM, Integrated Care Administrator	SharePoint	
DHCM/SYSTEMS OF CARE	Semi-Annually	Behavioral Health Clinical Chart Audit Findings and Summary Report	Suspended	D,11	AMPM Policy 940	Reporting Form as provided by DHCM, Clinical Quality Project Manager	SharePoint	
DHCM/SYSTEMS OF CARE	Ad Hoc	CALOCUS Initial Monitoring Plan	January 15, 2022	D,11	N/A	N/A	SharePoint	
DHCM/SYSTEMS OF CARE	Semi-Annually	CALOCUS Monitoring Results	April 15; October 15	D,11	N/A	N/A	SharePoint	
DMPS/MEMBER CONTACT AND DATA UNIT	Ad Hoc	AHCCCS Notification to Waive Medicare Part D Co-Payments	Immediately upon identification	D,56	ACOM Policy 201	ACOM Policy 201, Attachment A	Email to: mcumemberescalations@azahcccs.gov	
OALS	Ad Hoc	Change in Contractor Organizational Structure: Disclosure of Ownership and Control and Disclosure of Information on Persons Convicted of a Crime Information	No later than 35 days after any change	D,58	ACOM Policy 103; ACOM Policy 317	ACOM Policy 103, Attachment A and Attachment A1	SharePoint	
OALS	Ad Hoc	State Fair Hearing Request Documentation: Claim Dispute Request	No later than five business days from receipt of the hearing request	F,Att F2	ACOM Policy 445	ACOM Policy 445, Attachment A	FTP server	
OALS	Ad Hoc	State Fair Hearing Request Documentation: Expedited Member Appeal Request	No later than one business day from receipt of the expedited hearing request	F,Att F1	ACOM Policy 445	ACOM Policy 445, Attachment A	FTP server	
OALS	Ad Hoc	State Fair Hearing Request Documentation: Standard Member Appeal Request	No later than five business days from receipt of the hearing request	F,Att F1	ACOM Policy 445	ACOM Policy 445, Attachment A	FTP server	
OALS	Annually	Disclosure Information: Disclosure of Ownership and Control and Disclosure of Information on Persons Convicted of a Crime including Attestation	October 1	D,58	ACOM Policy 103	ACOM Policy 445, Attachment A	SharePoint	
OALS	Quarterly	Non-Title XIX/XXI and SMI Grievance and Appeal Report	30 days after quarter end	D,25	ACOM Policy 444; ACOM Policy 446	ACOM Policy 103; Attachment A and Attachment A1	SharePoint (Submit one deliverable for ACC-RBHA Title XIX/XXI and Non-Title XIX/XXI under Title XIX/XXI ACC-RBHA)	SUBMIT FOR ACC-RBHA ONLY DOES NOT APPLY TO ACC
ODA	Ad Hoc	Corporate Compliance: CMS Compliance Issues Related to HIPAA Transaction and Code Set Complaints or Sanction	Immediately upon discovery	D,58	N/A	Reporting Form as provided by BHGA, Unit Administrator	SharePoint (Submit one deliverable for ACC and ACC-RBHA under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
ODA	Ad Hoc	IMD Placement Exceeding 15 Days	Within one business day of identification	D,9	ACOM Policy 109	N/A	Email to: IMDPlacement@azahcccs.gov	
ODA	Ad Hoc	Medical Records or Supporting Documentation	As specified in the requesting letter	D,20	AHCCCS Data Validation User Manual	N/A	FTP Server	
ODA	Annually	AHCCCS Security Rule Compliance Report	June 1	D,60	ACOM Policy 108	ACOM Policy 109, Attachment A	FTP server	
OIG	Ad Hoc	Corporate Compliance: Exclusions Identified Regarding Persons Convicted of a Crime	Immediately upon identification	D,58	ACOM Policy 103	N/A	SharePoint	
OIG	Ad Hoc	Corporate Compliance: External Auditing Schedule-Changes	Within seven days of change	D,58	ACOM Policy 103	N/A	SharePoint	
OIG	Ad Hoc	Recovered Overpayment	Within 10 days of recovered overpayment	D,58	ACOM Policy 103	N/A	SharePoint	
OIG	Ad Hoc	Report of Alleged Fraud, Waste, Abuse of the AHCCCS Program	Within 10 calendar days	D,58	ACOM Policy 103	N/A	AHCCCS Website: www.azahcccs.gov/Fraud/ReportFraud/	

CCE YH20-0002
CCE SECTION F, ATTACHMENT F3, CONTRACTOR CHART OF DELIVERABLES
ACC ACC-RBHA TITLE XIX/XXI CONTRACTOR CHART OF DELIVERABLES

CONTRACT SECTION F, ATTACHMENT F3, CONTRACTOR CHART OF DELIVERABLES ACC & ACC-RBHA TITLE XIX/XXI EFFECTIVE OCTOBER 1, 2022 DELIVERABLES APPLY TO, AND MUST BE SUBMITTED FOR, BOTH ACC AND ACC-RBHA UNLESS OTHERWISE NOTED								
AREA	TIMEFRAME	REPORT	WHEN DUE	CONTRACT SECTION, PARAGRAPH	REFERENCE/POLICY	CHECKLIST-TEMPLATE- REPORTING FORM	SUBMITTED VIA	ACC-RBHA ONLY
OIG	Ad Hoc	Transactions Between the Contractor and a Party in Interest	Within seven business days	D,58	ACOM Policy 103	ACOM Policy 103, Attachment A and Attachment A1	SharePoint	
OIG	Annually	Corporate Compliance Plan	15 days after the start of the Contract Year	D,58	ACOM Policy 103	ACOM Policy 103, Attachment B	SharePoint (Submit one deliverable for all lines of business under ACC Contract; N/A for ACC-RBHA Non-Title XIX/XXI)	
OIG	Semi-Annually	Corporate Compliance: Audit Report	January 15; July 15	D,58	ACOM Policy 103	N/A	SharePoint	
OIG	Semi-Annually	Corporate Compliance: External Audit Plan/Schedule	November 1; May 1	D,58	ACOM Policy 103	ACOM Policy 103, Attachment C	SharePoint	