DATE: February 23, 2016

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 – February 2 of 2 Update

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

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

Please Note: On February 1, 2016 AHCCCS launched a new website. Any links that you may have had saved or are using in any documentation sent out to members will need to be updated to include the new web location.

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

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

AHCCCS CONTRACTOR OPERATIONS MANUAL (ACOM)

CHAPTER 400, POLICY 414,
No Change.

- o **ATTACHMENT A, NOTICE OF ACTION**

  The Notice of Action Attachment was updated with a new hyper-link taking the reader to the new website location for Copies of Legal Citations at https://www.azahcccs.gov/Resources/Regulations/index.html. In addition, Contractors should note that all letters and any other documentation including links to our website prior to February 1, 2015 will need to be updated with the current web address.

- o **ATTACHMENT B,**
  No Change.
- o **ATTACHMENT C,**
- o No Change.
- o **ATTACHMENT D,**
  No Change.
- o **ATTACHMENT E,**
- o No Change.

<u>APPROVED NOT YET EFFECTIVE</u>

To view the policies that are approved but not yet effective, please access the following link:

ACOM Approved Policies Not Yet Effective

None at this time.

<u>UPDATES AND REVISIONS TO THE</u>
AHCCCS OPERATIONAL REPORTING GUIDELINES
INCLUDING: CLAIMS DASHBOARD REPORTING GUIDE, GRIEVANCE SYSTEM REPORTING GUIDE, PROVIDER AFFILIATION TRANSMISSION (PAT) USER MANUAL

To view the current Reporting Guides, please access the following link:
AHCCCS OPERATIONS REPORTING GUIDELINES

CLAIMS DASHBOARD REPORTING GUIDE
No revisions at this time.

GRIEVANCE SYSTEM REPORTING GUIDE
No revisions at this time.

PROVIDER AFFILIATION TRANSMISSION (PAT) USER MANUAL
No revisions at this time.