DATE: November 18, 2016

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

FROM: DHCM Contracts and Policy

SUBJECT: AHCCCS Contractor Operations Manual (ACOM) and AHCCCS Operations Reporting Guidelines – November 2016 2 of 2

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 the Contracts and Policy Unit at 602-417-4295 or 602-417-4055 or email at DHCMContractsandPolicy@azahcccs.gov.

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)

No revisions 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

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 AND APPEAL SYSTEM REPORTING GUIDE
No revisions at this time.

PROVIDER AFFILIATION TRANSMISSION (PAT) USER MANUAL

The Provider Affiliation Transmission (PAT) User Manual has been updated to reflect a change in submitting documents. Beginning January 1, 2017, Contractor's will use the following production Outside Server Directory to load data the new site:
https://sftp.statemedicaid.us/AZ/AAA//PROD/IN/PAMMDDYY-XXXXXX.TXT "**AAA**" is the Health Plan Acronym, "**MMDDYY**" is the transmission date and "**XXXXX**"is the AHCCCS assigned Health Plan ID.