

DATE: April 13, 2018
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

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 \(ACOM\)](#)

POLICY 444, NOTICE AND APPEAL REQUIREMENTS (SERIOUS MENTAL ILLNESS APPEALS)

ACOM Policy 444 was revised to include ALTCS E/PD; there are no additional changes at this time. The effective date for this Policy is 10/01/17.

- **ATTACHMENT A, AHCCCS NOTICE OF SMI GRIEVANCE AND APPEAL PROCEDURE**
Attachment A was revised to include ALTCS E/PD Contractors.
- **ATTACHMENT B, NOTICE OF LEGAL RIGHTS FOR PERSONS WITH SERIOUS MENTAL ILLNESS**
No changes at this time.
- **ATTACHMENT C, NOTICE OF DECISION AND RIGHT TO APPEAL (FOR INDIVIDUALS WITH A SERIOUS MENTAL ILLNESS)**
No changes at this time.
- **ATTACHMENT D, NOTICE OF DISCRIMINATION PROHIBITED**
No changes at this time.

POLICY 446, GRIEVANCES AND INVESTIGATIONS CONCERNING PERSONS WITH SERIOUS MENTAL ILLNESS

ACOM Policy 446 was revised to include ALTCS E/PD; there are no additional changes at this time. The effective date for this Policy is 10/01/17.

- **ATTACHMENT A, AHCCCS APPEAL OR SERIOUS MENTAL ILLNESS GRIEVANCE FORM**
Attachment A was revised to include a section for the Name of the Person Filing the Form (if different from Member/Applicant Information).

APPROVED NOT YET EFFECTIVE

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

[ACOM APPROVED NOT YET EFFECTIVE](#)

POLICY 317, CHANGE IN CONTRACTOR ORGANIZATIONAL STRUCTURE

ACOM Policy 317 was revised to address change in contractor organizational structure requirements set forth in the AHCCCS Complete Care RFP (YH19-0001). New references added (42 CFR Part 455, Subpart B; 42 CFR 455.436; State Medicaid Director Letters 08-003 and 09-001). This Policy will have an implementation date of 10/01/18.

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

No revisions at this time.