DATE: September 28, 2022

TO: Holders of the AHCCCS Contractor Operations Manual

FROM: DHCM Contracts and Policy

SUBJECT: AHCCCS Contractor Operations Manual (ACOM)

This memo describes revisions and/or additions to the ACOM. Please direct questions regarding policy updates to the Contracts and Policy Unit at 602-417-4055 or email at: DHCMContractsandPolicy@azahcccs.gov.

INFORMATION REGARDING COVID-19

In response to Medicaid-related questions from providers and contractors arising from the COVID-19 pandemic, AHCCCS has developed a list of Frequently Asked Questions (FAQs) Regarding Coronavirus Disease 2019 (COVID-19) which is updated regularly. It is important to note that there are instances where the information presented in the CMS-approved flexibilities and COVID-19 FAQs does not align with provisions set forth by the AHCCCS Contractor Operations Manual (ACOM). In these instances, the CMS-approved flexibilities and FAQs take precedence and are controlling.

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, 1st Regular Session. AHCCCS is in the process of revising all pertinent documents to reflect the new name.

AHCCCS CONTRACT AND POLICY DICTIONARY AND AHCCCS RELATED ACRONYMS

To view the AHCCCS Contract and Policy Dictionary from our Guides and Manuals site, please access the following link:

AHCCCS CONTRACT AND POLICY DICTIONARY

Consistent with the Arizona Management System (AMS) principles to streamline processes and provide consistency in Policy Development, the Contract and Policy Unit has developed a new *AHCCCS Contract and Policy Dictionary*. The Dictionary provides a centralized location for definitions that are currently found in the various ACOM and AMPM Policies. The Contract and Policy Dictionary can be found on the AHCCCS website under Resources – Guides-Manuals-Policies. AHCCCS is in the process of revising all pertinent policies to remove definitions and adding a hyperlink to the location of the AHCCCS Contract and Policy Dictionary. Some policies have specific terms/definitions that may have a slightly different meaning for that respective Policy only; those terms/definitions will remain in the Policy and will include a statement indicating the term/definition is applicable 'For purposes of this Policy only'.

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

AHCCCS RELATED ACRONYMS

Common AHCCCS Related Acronyms can be found on the AHCCCS website under AHCCCS Info – About Us.

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 301 – ALTCS E/PD PROGRAM TIERED RECONCILIATION

ACOM Policy 301 was revised for minor formatting. Clarifying updates were made to section II., Definitions and grammatical changes to align with policy formatting standards.
Implementation Date 10/01/22.

- o **ATTACHMENT A – ALTCS E/PD PROGRAM TIERED RECONCILIATION – EXAMPLE**

  The Assumptions box has been updated to align with policy changes.

ACOM POLICY 311 – ACC AND ACC-RBHA PROGRAM TIERED RECONCILIATION

ACOM Policy 311 is a new policy outlining requirements for ACC and ACC-RBHA Program Tiered Reconciliation.
Implementation Date 10/01/22.

- o **ATTACHMENT A – ACC AND ACC-RBHA PROGRAM TIERED RECONCILIATION - EXAMPLE**

  Attachment A is a new attachment outlining ACC and ACC-RBHA Program Tiered Reconciliation-Example.

ACOM POLICY 311 – AHCCCS COMPLETE CARE PROGRAM TIERED RECONCILIATION (CYE 19 THROUGH CYE 22)

The title of ACOM Policy 311 was updated to include "CYE 19 through CYE 22" to align with policy revisions of including an end date for dates of service. A new ACOM Policy 311 for ACC-RBHA Program Tiered Reconciliation (Effective 10/01/22) will replace the former.

- o **ATTACHMENT A – AHCCCS COMPLETE CARE PROGRAM TIERED RECONCILIATION - EXAMPLE**

  Attachment A was revised to apply an end date for dates of service.