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ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

DATE: December, 2010

TO: Holders of AHCCCS Contractor Operations Manual

FROM: Stewart McKenzie, Administrative Services Officer III
Division of Health Care Management, AHCCCS

SUBJECT: AHCCCS Contractor Operations Manual (ACOM)
Update 2010-12

This memo describes any changes and/or additions to the ACOM Manual for the month of December, 2010. All of the policies listed below have been reviewed and/or revised because of a change in the administration of the Children's Rehabilitation Services (CRS) Program.

Chapter 100 – Administration, Policy 104, Business Continuity and Recovery Plan

Section III, F now contains specific provision for key customer priorities for the CRS Contractor.

Chapter 400 – Operations, Policy 405, Cultural Competency and Family/Patient Centered Care

The title of this policy has changed from "Cultural Competency. A definition of CLAS (Culturally and Linguistically Appropriate Services) Standards has been added. Section III, C (CRS Family Centered and Culturally Competent Care) is also new to this policy and will specify the responsibilities of the CRS Contractors in support of family-centered care.

Chapter 400 – Operations, Policy 409, Intra-Agency Care Coordination for Services

Only the revision date of this policy has been updated to reflect that the policy has been reviewed for compliance with contract requirements. There are no substantive changes to this policy.

Chapter 400 – Operations, Policy 414, Content of Notices of Action for Service Authorization

The only change in this policy was to change "Arizona Department of Health Services/Children's Rehabilitative Services Administration" to "CRS Contractor".

Chapter 400 – Operations, Policy 425, Social Networking

The only change to this policy was to change "CRSA" to the "CRSA Contractor".

Chapter 400 – Operations, Policy 426, Eligibility Reviews for CRS Applicants and Referrals

This is a new policy (effective 1/1/11) which defines the processes used to accept and process applications and referrals to the CRS program. The CRS Contractor is responsible for processing and responding appropriately to all requests for acceptance and coverage of AHCCCS enrolled members who have been identified as having a CRS-covered condition as defined in AHCCCS Medical Policy Manual Section 330, Covered Conditions in the CRS Program.

Chapter 400 – Operations, Policy 427, CRS Contractor No-Show Policy

This is a new policy (effective 1/1/11) that describes no-show monitoring and notification processes to ensure medically necessary care is received according to the recipient's Service Plan.

Chapter 400 – Operations, Policy 428, CRS Service Authorization Processes

This is a new policy (effective 1/1/11) which defines the processes specific to the CRS program concerning Prior Authorizations as defined in the AHCCCS Medical Policy Manual Chapter 1000, Medical Management.

Individuals with questions related to this policy should contact Alan Schafer at 417-4614 or Elizabeth Stackfleth at 417-4796.