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ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

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**DATE:** January, 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 2010-01

This is the first update memo for the AHCCCS Contractor Operations Manual (ACOM). This type of memo will be issued as publications to the ACOM Manual occur (usually on a monthly basis) and will describe the changes and/or additions to the ACOM Manual.

There are two changes to the ACOM Manual for January, 2010. One concerns the navigation function within the manual and the other change is a new policy as described below.

### **ACOM Navigation**

It is no longer necessary to scroll through chapters within the ACOM Manual to reference a specific policy. Internal links have been established in the Chapter Table of Contents for each policy contained within that chapter. For example, when referencing Member Information Policy section 404, go to the Chapter 400, Operations table of contents and click on the listing for section 404. This will bring you directly to the policy section. All sections of the manual can be accessed through the Chapter Table of Contents (Chapter 100 - Administration, Chapter 200 - Claims, Chapter 300 - Financial and Chapter 400 - Operations). The Master Table of Contents at the beginning of the manual does not contain any links to specific policy sections.

### **Chapter 400 – Operations, Policy 424, Verification of Receipt of Paid Services**

This is a new policy section with an effective date of 01/01/10. All Acute, ALTCS (EPD and DD), CRSA and ADHS/DBHS Contractors will be responsible for verifying member receipt of paid services according to Federal and contractual requirements to identify potential service / claim fraud. Contractors will be expected to perform periodic audits through member contact and report the results of these audits to AHCCCS DHCM. General requirements, sampling, methodology and reporting requirements (see attachment A) are specified within the policy.

Individuals with questions related to this policy should contact Alan Schafer at 417-4614 or Rodd Mas at 417-4072.