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**DATE:** June, 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 2010-06

This memo describes any changes and/or additions to the ACOM Manual for the month of June, 2010. Please note: there was no update for the month of May, 2010.

**Chapter 400 – Operations, Policy 409, Intra-Agency Care Coordination for Services**  
Section II, Definitions now contains a definition of “Materials for Forwarding”.

Section III, Policy, subsections A.1.c.ii, A.2.c.ii and E.1 have been clarified. These changes do not represent any change in policy.

The flowchart has been updated to reflect current policy.

**Chapter 400 – Operations, Policy 415, Provider Network Development and Management Plan**

Section V, Provider Termination Due to Rates (Quarterly Submission), is a new section of this policy and provides guidance regarding a report of all providers who terminate their contracts for rate related reasons during the reporting period by GSA. Attachment B, Provider Terminations Due to Rates, is the template to be used to comply with the reporting requirement. The report for the period April 1 through June 30 will be due on July 15<sup>th</sup>.

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