

Janice K. Brewer, Governor
Thomas J. Betlach, Director

801 East Jefferson, Phoenix, AZ 85034
PO Box 25520, Phoenix, AZ 85002
Phone: 602-417-4000
www.azahcccs.gov



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ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

DATE: August, 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 2010-08

This memo describes any changes and/or additions to the ACOM Manual for the month of August, 2010.

Chapter 400 – Operations, Policy 413, Gap-In-Services

Section II, Definitions, has been revised to update language for Ball vs. Betlach, and Non-Provision of Service Log. A new definition has been added for Telephone Survey.

In Section III, Policy, “Program Contractors” has changed to “Contractors. Subsection C, Telephone Survey, is new.

Clarifying language has been added to section I of the instructions for Attachment A, Non-Provision of Services Log. There have been no changes to the form.

There have been no changes to Attachment B, Service Gap Log and instructions.

Attachment C, Telephone Survey, form and instructions are new.

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