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**DATE:** October, 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 2010-10

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

**Chapter 100 – Administration, Policy 101, Marketing, Outreach and Retention**

The Definition for Retention has been revised to include “target and maintain current membership”. Section III, Policy has been clarified to include marketing through health related events including events that have a health educational component and sponsorships. Additionally, marketing, outreach and retention activities must comport with the Member Information Policy.

Section IV, Procedure, item 2, Events, has been revised to specify the conditions for participation in events and to reference Figure 1 which appears later in the policy. Figure 1 is a listing of events that are either pre-approved or not approved. If the Contractor is not certain if an event would qualify in the pre-approved column of Figure 1, the Contractor must submit to the AHCCCS Marketing Committee a request for approval prior to the event. Item 5, Health Plan Logos and Health Plan Name Inclusion is a new item in this section.

**Chapter 200 – Claims, Policy 204, Teaching Physician and Dentist Reimbursement Option**

This policy has been revised to describe permissible claiming scenarios for dental services provided by third and fourth year dental students and dental residents under the supervision of a teaching dentist. Definitions in Section II have been added for Dental Student and Teaching Dentist. In Section III.A, Hospital outpatient department or other ambulatory entity, a change was made to specify that AHCCCS allow the reimbursement of Preventive Medicine CPT codes for members under 21 years of age. Section III.C, Services Provided by Dental Students/Dental Residents has been added and specifies the conditions under which billing is permitted. A reference to the Arizona Board of Dental Examiners has been added in Section IV, References.

Individuals with questions related to these policies should contact Alan Schafer at 417-4614.

**Program Integrity Reporting Guide**

The Program Integrity Reporting Guide, although not part of the ACOM Manual, is being published with an original date of October 1, 2010. This guide reflects current practice and does not represent any change. The Program Integrity Reporting Guide can be found at:

<http://www.azahcccs.gov/commercial/ContractorResources/manuals/OperationsReporting.aspx>

**Claims System Reporting Guide**

The Claims Reporting Guide, although not part of the ACOM Manual, has been updated with current information with a revision date of October 1, 2010. The Claims Reporting Guide can be found at:

<http://www.azahcccs.gov/commercial/ContractorResources/manuals/OperationsReporting.aspx>

Individuals with questions related to these guides should contact Operations Compliance Officer.