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ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

DATE: February 28, 2013

TO: Holders of AHCCCS Contractor Operations Manual

FROM: Julie Ambur, Administrative Services Officer, Contracts & Policy
Division of Health Care Management, AHCCCS

SUBJECT: AHCCCS Contractor Operations Manual (ACOM) - February 2013 Update

This memo describes revisions and/or additions to the ACOM for the month of February:

- **Chapter 100, Policy 103 – Fraud and Abuse**
Attachment C of this policy has been updated to allow state agency Contractors to appropriately attest to their ownership and control interest. Attachment C has been added to the list of references in Section IV of the Policy. Language in Attachment A has been revised from *Grievance System and Appeals* to *Grievance System*. Language under Grievance System now reads: Grievances and complaints are tracked by type and referred to appropriate personnel. The word ‘*should*’ was replaced with the word ‘*shall*’ in various areas of the Policy. Section III-C, item 11 now reads: *Follow the AHCCCS requirements when AHCCCS-OIG suspends a provider due to a credible allegation of fraud.*
- **Chapter 400, Policy 404 - Member Information**
This policy was updated to add *American Association of Poison Control Centers* and *National Domestic Violence Hotline* to Attachment A: National Organizations Recognized by AHCCCS. Additional revisions were for general formatting and not substantive.
- **Chapter 400, Policy 414 – Notices of Action for Service Authorizations**
The Section IX. - Attachments was revised to accurately list Policy Attachments A, B, C, and D with correct corresponding titles. The reference to CMDP in the Purpose section of the policy is also corrected to read: *Comprehensive Medical and Dental Program*. Additional revisions were for general formatting and not substantive.

Please direct questions regarding policy updates to Julie Ambur at 602-417-4295 or by e-mail at julie.ambur@azahcccs.gov.