



DATE: May 31, 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) - May 2013 Update

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

Published Policy Revisions

- **Chapter 400, Policy 413 – Gap-In-Services**
Attachments A-1, B-1, B-2, and C have been provided in excel format.
- **Chapter 400, Policy 431 – Copayment**
The language regarding copayment exemptions has been moved to Section C of the Policy.

Language has been revised under Section C, Members and Services Exempted from Copayment to state: People who are acute care members and who are placed in nursing homes or residential facilities such as an Assisted Living Home *when such placement is made as an alternative to hospitalization.*

Reference to Attachment A, of the Policy was moved to Section C, #2.

The AHCCS Encounter Manual, ACOM Policy 201, and Attachment A have been added to the References. ACOM Policy 201 has also been added to Section G of the Policy.

Formatting of Attachment A, *AHCCCS Notification to Set Members Copay Flag to Exempt*, has been updated.

Additional revisions were for general formatting and not substantive.

- **Chapter 400, Policy 414 – Notices of Action for Service Authorizations**
The address and phone number have been updated for Arizona Center for Disability Law in *Attachment B, Legal Services Programs.*

Approved Policies Not Yet Effective

Please access the following link to view these policies: [Approved Policies Not Yet Effective](#)

- **Chapter 400, 433 Member Identification Cards**
The definition for *Integrated RBHA* has been added to this policy. Under Section B., Responsibility for Producing Member Identification Cards the following has been added for clarification: *The Arizona Department of Health Services (ADHS) delegates these responsibilities to the Integrated RBHA. DDD delegates responsibility for acute care services and the responsibility of producing ID Cards through*

Policy updates are continued on the following page.

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subcontracts with its Program Subcontractors. Under Section C., Program Requirements the following sentence was revised to specify ADHS: *For members served by the Integrated RBHA, ADHS reviews the format for compliance with this policy.*

Attachment 1: Program Subcontractors was revised to identify the *Maricopa* Integrated RBHA as the *Integrated* RBHA to coincide with contract naming convention. The first program requirement under the Integrated RBHA now specifies, *Format must be reviewed and approved by ADHS.* Attachment 1 has been added to the Policy references list.

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