

DATE: February 24, 2015

TO: Holders of the AHCCCS Contractor Operations Manual and AHCCCS Operational Guidelines

FROM: Sandi Borys, Contracts & Policy Specialist
Division of Health Care Management, AHCCCS

SUBJECT: AHCCCS Contractor Operations Manual (ACOM) and AHCCCS Operations Reporting Guidelines - February 2015 Update

This memo describes revisions and/or additions to the [ACOM](#) and AHCCCS operations reporting guidelines including, the [Claims Dashboard Reporting Guide, Grievance System Reporting Guide, and Provider Affiliation Transmission \(PAT\) User Manual](#). *Please direct questions regarding policy updates to Sandi Borys at 602-417-4055 or by e-mail at: sandi.borys@azahcccs.gov.*

LOGO CHANGE AND ARIZONA DEPARTMENT OF CHILD SAFETY

AHCCCS is recognized as one of the most modern and innovative Medicaid programs in the country. As we continue to demonstrate that through program improvements, we thought it was a good time to make the “look” of the agency match its reputation. Over the next several months we will be rolling out our new look and updating all of our Policies with the new logo.

In addition, there was a State Agency change for Comprehensive Medical and Dental Program (CMDP) from Department of Economic Security (DES) to Arizona Department of Child Safety (DCS) that went into effect in May 2014, therefore, those Policies directly referencing DES/CMDP will be revised appropriately.

UPDATES AND REVISIONS TO THE
AHCCCS CONTRACTORS OPERATION MANUAL (ACOM)

AHCCCS CONTRACTORS OPERATION MANUAL (ACOM) OVERVIEW

Revisions include a minor correction to the definition of Title XIX.

Known as Medicaid, Title XIX of the Social Security Act provides for Federal grants to the states for medical assistance programs. Title XIX enables states to furnish medical assistance to those who have insufficient income and resources to meet the costs of necessary medical services, rehabilitation and other services, to help those families and individuals become or remain independent and able to care for themselves. Title XIX

members include but are not limited to those eligible under Section 1931 of the Social Security Act, Supplemental Security Income (SSI), SSI-related groups, Medicare cost sharing groups, Breast and Cervical Cancer Treatment Program and Freedom to Work Program. Which include those populations 42 U.S.C. 1396 a(a)(10)(A).

CHAPTER 300, POLICY 310, DELIVERY SUPPLEMENTAL PAYMENT

Policy updated to align with the AHCCCS Eligibility Manual and with how the system is processing delivery supplemental payments. The Policy has been updated to clarify that Contractors can report a live birth within one year of birth and stillbirths must be reported in compliance with AMPM Policy 410.

CHAPTER 400, POLICY 425, SOCIAL NETWORKING

This Policy was revised to clearly outline Contractor submission and monitoring requirements regarding the Contractor's social networking activities. Changes include that a Contractor is not required to submit social networking activities and materials for prior review or approval by AHCCCS; however, AHCCCS shall perform monitoring activities of the Contractor, including but not limited to, Contractor's oversight of its Social Networking Activities, to ensure ongoing compliance with this Policy. AHCCCS may perform audits as determined necessary. Contractor deliverables have been revised; refer to Section D of the policy for Contractor submission requirements.

- **ATTACHMENT A, SOCIAL NETWORKING ATTESTATION STATEMENT**

Attachment A, has been created to provide the Contractor an Attestation Statement regarding the compliance of all Contractor Social Networking Activities and materials.

UPDATES AND REVISIONS TO THE OPERATIONAL GUIDELINES

*INCLUDING: CLAIMS DASHBOARD REPORTING GUIDE,
GRIEVANCE SYSTEM REPORTING GUIDE,
PROVIDER AFFILIATION TRANSMISSION (PAT) USER MANUAL*

GRIEVANCE GUIDE

The Grievance Guide was revised to include the new AHCCCS logo and formatting and to update the Cover Letter Template to incorporate all required Contractor reporting requirements.

- There no changes to Attachments A through G of the Grievance Guide.