

DATE: October 27, 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 – November 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.

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

To view the policies and attachments, please access the following link:

[AHCCCS CONTRACTOR OPERATIONS MANUAL \(ACOM\)](#)

CHAPTER 100, POLICY 101, MARKETING

Policy updated to reflect recommendations received from the Arizona Association of Health Plans (AZAHP). Changes include, press releases that do not include Contractor-specific information relating to AHCCCS will not require prior approval. Health educational materials which are health-related and developed based on information from a nationally recognized organization do not require submission to AHCCCS, except as noted in Policy. In addition, the limits surrounding promotional giveaways has been increased to \$15.00 per item, \$50.00 per person/year. Information regarding Contractor Member Newsletter requirements has been included in the Policy.

- **ATTACHMENT A, MARKETING ATTESTATION STATEMENT**
None at this time.
- **ATTACHMENT B, MARKETING ACTIVITIES REPORT**
None at this time.

CHAPTER 300, POLICY 302A CYE 11 AND FORWARD, PRIOR PERIOD COVERAGE RECONCILIATION:
ALTCS/EPD CONTRACTORS

Minor formatting changes were done.

- **ATTACHMENT A, SAMPLE PPC RECONCILIATION CYE 11**
None at this time.
- **ATTACHMENT B, SAMPLE PPC RECONCILIATION CYE 11 AND FORWARD**
Adjustment made adding end notes to allow progression of years.

CHAPTER 300, POLICY 302 CYE 14 AND FORWARD, PRIOR PERIOD COVERAGE RECONCILIATION:
ACUTE CARE AND CMDP CONTRACTORS

Policy was updated to provide clarity and to align with the other Reconciliation Policies.

POLICY WAS UPDATED TO
CHAPTER 300, POLICY 303, HOME AND COMMUNITY BASED SERVICES RECONCILIATION

Policy updated to clarify the Contract year as October 1 to September 30 and made other minor changes to align the policy with other AHCCCS Reconciliation Policies to provide consistency.

CHAPTER 300, POLICY 310, DELIVERY SUPPLEMENTAL PAYMENT

Policy 310, Delivery Supplemental Payment received minor formatting adjustments to align Policy formatting throughout the ACOM. In addition, added background information for better understanding of payments

CHAPTER 300, POLICY 311 CYE 14 AND FORWARD, ACUTE PROGRAM TIERED PROSPECTIVE
RECONCILIATION

Minor wording modifications were done to incorporate changes for the transition of adult dual eligible members to the Acute Care program to receive services for General Mental Health and Substance Abuse. In addition, the timing of this reconciliation was changed to run two times per year instead of three times per year.

- **ATTACHMENT A, ATTACHMENT A, HEALTH PLAN ACUTE PROGRAM TIERED PROSPECTIVE**
RECONCILIATION – EXAMPLE

None at this time.

CHAPTER 300, POLICY 312 CYE 14 AND FORWARD, CHILDREN’S REHABILITATIVE SERVICES
PROGRAM RECONCILIATION

Policy was updated to include a new risk corridor per contract year. In addition provisions were included to pay Value based Purchasing (VBP) payments to the provider through reconciliation. In addition, the timing of this reconciliation was changed to run two times per year instead of three times per year

- **ATTACHMENT A, HEALTH PLAN CHILDREN’S REHABILITATIVE SERVICES TIERED**
RECONCILIATION – EXAMPLE

None at this time.

CHAPTER 300, POLICY 316 CYE 14 AND FORWARD – ADULT GROUP ABOVE 106 % FEDERAL
POVERTY LEVEL RECONCILIATION

Policy was updated to provide clarity and to align with the other Reconciliation Policies.

CHAPTER 300, POLICY 317, CHANGE IN CONTRACTOR ORGANIZATIONAL STRUCTURE

Policy was updated for formatting purposes only.

CHAPTER 300, POLICY 321, PAYMENT REFORM – E-PRESCRIBING

Calculations were added to Policy 321 for CYE 16 that intend to encourage future progress while balancing varying historical results of Contractors during the first year.

CHAPTER 400, POLICY 404, MEMBER INFORMATION

Policy updated to reflect recommendations received from the Arizona Association of Health Plans (AZAHP). Changes include clarification surrounding the annual limits for incentives to align with Medicare which allows \$50.00 per person annually. In addition, a new deliverable has been added, Contractors will need to submit a copy of the Member Handbook to AHCCCS after final approval.

- **ATTACHMENT A, NATIONAL ORGANIZATIONS RECOGNIZED BY AHCCCS**
None at this time.
- **ATTACHMENT B, MEMBER HANDBOOK CHECKLIST**
None at this time.
- **ATTACHMENT C, CONTRACTOR WEBSITE CERTIFICATION CHECKLIST AND ATTESTATION**
None at this time.
- **ATTACHMENT D, MEMBER INFORMATION ATTESTATION STATEMENT**
None at this time.

APPROVED NOT YET EFFECTIVE

To view the policies that are approved but not yet effective, please access the following link:

[ACOM Approved Policies Not Yet Effective](#)

None at this time.

**UPDATES AND REVISIONS TO THE
AHCCCS OPERATIONAL REPORTING GUIDELINES**

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

To view the current Reporting Guides, please access the following link:

[AHCCCS OPERATIONS REPORTING GUIDELINES](#)

CLAIMS DASHBOARD REPORTING GUIDE

No revisions at this time.

GRIEVANCE SYSTEM REPORTING GUIDE

No revisions at this time.

PROVIDER AFFILIATION TRANSMISSION (PAT) USER MANUAL

No revisions at this time.