

DATE: September 02, 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 – September 2015 2 of 2 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.

People First: AHCCCS is in the process of revising language in policy, guides and manuals to be consistent with AZ HB 2667: Persons with Disabilities. Laws 2014, Chapter 215.

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 300, POLICY 314, AUTO-ASSIGNMENT ALGORITHM

Policy 314 has been updated to include additional and new components of the auto-assignment algorithm, including factors and methodology for the calculation of the Auto-Assignment Algorithm. This Policy will have an effective date of 11/01/15.

NOTE: The following Policies and Attachments will all be effective on October 1, 2015 and were previously published to our Approved Not Yet Effective portion of the ACOM. For information surrounding the revisions for each of the Policies, refer to the Revision Memo from August 2015.

- **CHAPTER 300, POLICY 315 CYE 16, ACUTE CARE PROGRAM VALUE-BASED PURCHASING (VBP)**
 - **ATTACHMENT A, ACUTE CARE PROGRAM VALUE-BASED PURCHASING (VBP) STRATEGIES**
 - **ATTACHMENT B, ACUTE CARE CONTRACTOR QUALITY MANAGEMENT PERFORMANCE MEASURE STANDARDS**
 - **ATTACHMENT C, ACUTE CARE PROGRAM VALUE-BASED PURCHASING (VBP) QUALITY DISTRIBUTION EXAMPLE**
 - **ATTACHMENT D, ACUTE CARE PROGRAM VALUE-BASED PURCHASING (VBP) RECONCILIATION EXAMPLE**

- ATTACHMENT E, ACUTE CARE PROGRAM VALUE-BASED PURCHASING (VBP) STRATEGIES CERTIFICATION
- CHAPTER 300, POLICY 318 CYE 16, ALTCS/EPD PROGRAM VALUE-BASED PURCHASING (VBP)
 - ATTACHMENT A, ALTCS/EPD PROGRAM VALUE-BASED PURCHASING (VBP) STRATEGIES
 - ATTACHMENT B, ALTCS/EPD CONTRACTOR QUALITY MANAGEMENT PERFORMANCE MEASURES
 - ATTACHMENT C, ALTCS/EPD PROGRAM VALUE-BASED PURCHASING (VBP) QUALITY DISTRIBUTION EXAMPLE
 - ATTACHMENT D, ALTCS/EPD PROGRAM VALUE-BASED PURCHASING (VBP) RECONCILIATION EXAMPLE
 - ATTACHMENT E, ALTCS/EPD PROGRAM VALUE-BASED PURCHASING (VBP) STRATEGIES CERTIFICATION
- CHAPTER 300, POLICY 319 CYE 16, CRS PROGRAM VALUE-BASED PURCHASING (VBP)
 - ATTACHMENT A, CRS PROGRAM VALUE-BASED PURCHASING (VBP) STRATEGIES
 - ATTACHMENT B, CRS CARE PROGRAM VALUE-BASED PURCHASING (VBP) STRATEGIES CERTIFICATION

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.