

**ACOM POLICY 404, ATTACHMENT C,  
 CONTRACTOR WEBSITE CERTIFICATION CHECKLIST AND ATTESTATION**

**CONTRACTOR:** \_\_\_\_\_  
**CONTRACTOR CONTACT:** \_\_\_\_\_  
**LINES OF BUSINESS:** \_\_\_\_\_  
**REVIEWER:** \_\_\_\_\_

**DATE RECEIVED:** \_\_\_\_\_  
**PHONE NUMBER:** \_\_\_\_\_  
**DATE APPROVED:** \_\_\_\_\_  
**DATE REVIEWED:** \_\_\_\_\_

See also ACOM 416, Provider Network Information for additional detail on website content requirements.

The Contractor must complete a separate checklist for each line of business. The Contractor must complete column ‘B’ and may complete column ‘E’ if applicable. Items below apply to all Contractors, unless otherwise specified.

The Contractor must provide AHCCCS with guest access for any requirements that can only be verified through a secured portal.

	CONTRACTOR		AHCCCS		CONTRACTOR	AHCCCS
(A) WEBSITE REQUIREMENTS CONTRACT SECTION D ACOM POLICY 404	(B) WHERE INFORMATION IS FOUND	(C) YES	(D) NO	(E) CONTRACTOR NOTES/COMMENTS	(F) AHCCCS COMMENTS	
<i>MEMBER INFORMATION</i>						
A member specific link from the Contractor’s home page						
Contractor toll-free customer service telephone number(s) and a Telecommunications Device for the Deaf (TDD) telephone number						
A current member handbook						

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Any AHCCCS-approved inserts or updates to the current member handbook that have not been incorporated into the member handbook						
Current and past three member newsletters						
Availability and accessibility of behavioral health crisis services to include crisis hotline telephone numbers prominently displayed on the website.						
<b>RBHA Contractors Only</b> Complaint, grievance and request for hearing information for each group listed below: <ul style="list-style-type: none"> <li>• Members eligible for Title XIX/XXI services</li> <li>• Members determined SMI</li> <li>• Members not determined SMI and not eligible for Title XIX/XXI services.</li> <li>•</li> </ul>						
General information about filing a member grievance or appeal.						
General information about obtaining interpreter and translation services.						

EFFECTIVE DATE: 10/01/13, 05/01/14, 08/01/14, 12/01/14, 10/01/15, 07/01/16, 10/01/17

REVISION DATE: 04/17/14, 07/17/14, 11/20/14, 08/24/15, 05/26/16, 11/01/16

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AHCCCS member survey results via link to AHCCCS website						
AHCCCS Provider survey results via link to AHCCCS website						
Performance measure results via link to AHCCCS website						
Contractor member survey results, as available						
Contractor provider survey results, as available						

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<p>Contractors must include a drug list which includes, but is not limited to, the AHCCCS Drug List.</p> <p><b>ACUTE, ALTCS/EPD, CRS, and RBHA Contractors'</b> drug lists must also include the Behavioral Health Drug List.</p> <p>Contractors may link to the AHCCCS website for the AHCCCS Drug List or the Behavioral Health Drug List.</p> <p>The drug list must be updated twice per year or as needed within 30 days of AHCCCS notification. The following shall be available in a searchable, user friendly format:</p> <ul style="list-style-type: none"> <li>• A comprehensive medication drug list by drug classification, the Brand name and/or Generic name of the medication, including notations for all medications that require a prior Authorization</li> <li>• A medication drug list by drug class</li> <li>• A specific (individual) drug look-up capability</li> </ul>						

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		(C) YES	(D) NO		
Tobacco cessation information, as described in the Member Handbook. A link to the Tobacco Free Arizona website should be included: <a href="http://www.azdhs.gov/tobaccofreeaz/">www.azdhs.gov/tobaccofreeaz/</a>					
A user friendly, searchable provider directory (including specialists for referrals). The directory must include the following search functions and be current and updated within 15 days of a network change, if necessary: <ul style="list-style-type: none"> <li>• Name of provider or facility</li> <li>• Provider or Service Type</li> <li>• Specialty</li> <li>• Languages spoken by Practitioner</li> <li>• Office Locations (e.g. county, city or zip code)</li> <li>• <b>E/PD Contractors Only:</b> <a href="#">Office locations that meet the Contractor's accessibility criteria</a></li> </ul>					

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Information on community resources applicable to the Contractor's population and geographic service area. Examples of resources may include 2-1-1 Arizona, WIC, Head Start, AzEIP, Area Agency on Aging, Alzheimer's Association, Mentally Ill Kids in Distress (MIKID), AZ Suicide Prevention Coalition, and National Alliance on Mental Illness (NAMI).  The following links should be provided: <a href="http://www.healtharizonaplus.gov">www.healtharizonaplus.gov</a> <a href="http://www.azlinks.gov">www.azlinks.gov</a>						
Services for which prior authorization is required and prior authorization criteria						
Medical Determination Criteria and Clinical Practice Guidelines						

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**WEBSITE REQUIREMENTS**

ADDITIONAL MEMBER INFORMATION THAT HAS BEEN APPROVED BY AHCCCS	URL WHERE INFORMATION IS FOUND	CONTRACTOR NOTES/COMMENTS	AHCCCS COMMENTS

EPD YH1&REP - DR

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WEBSITE REQUIREMENTS CONTRACT SECTION D ACOM POLICY 416	URL WHERE INFORMATION IS FOUND	YES	NO	CONTRACTOR NOTES/COMMENTS	AHCCCS COMMENTS
<i>PROVIDER INFORMATION</i>					
Provider Manual					
Provider Directory (including specialists for referral)					
Performance measure results -- Contractor Specific					
Performance measure results via link to AHCCCS member website					
Medical Determination Criteria and Clinical Practice Guidelines					
AHCCCS Provider survey results via link to AHCCCS website					
Contractor provider survey results, as available					
Enrollment Verification					
Claims Inquiry (adjustments requests; information on denial reasons)					
Accept HIPAA compliant electronic claims transactions					
Display Reimbursement Information					
			<b>DATE OF LAST UPDATE:</b>		

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**EXPLAIN (DESCRIBE) WHAT ACTIONS HAVE BEEN TAKEN TO DETERMINE THAT MEMBERS WHO ACCESS YOUR WEBSITE CAN EASILY FIND AND NAVIGATE THE REQUIRED MEMBER WEBSITE CONTENT.**

**EXPLAIN (DESCRIBE) THE CONTRACTOR'S PROCESS FOR ENSURING THE INFORMATION IN THE SEARCHABLE PROVIDER DIRECTORY IS CURRENT AND UPDATED WITHIN 15 DAYS OF A NETWORK CHANGE, INCLUDED THE MOST RECENT DATE IT WAS UPDATED:**