



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

CONTRACTOR: _____ **DATE RECEIVED:** _____

CONTRACTOR CONTACT: _____ **PHONE NUMBER:** _____

LINES OF BUSINESS: _____ **DATE APPROVED:** _____

REVIEWER: _____ **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	
MEMBER INFORMATION						
A member specific link from the Contractor's home page						
A current member handbook						
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						

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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 member website						
Contractor member survey results, as available						
Contractor provider survey results, as available						

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<p>A drug list which includes, but is not limited to, the Minimum Required Prescription Drug List (MRPDL). The Contractor may link to the AHCCCS website for the MRPDL: http://www.azahcccs.gov/commercial/harmacyupdates.aspx</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"> • 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 • A medication drug list by drug class • A specific (individual) drug look-up capability 						

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Tobacco cessation information, as described in the Member Handbook. A link to the Tobacco Free Arizona website should be included: www.azdhs.gov/tobaccofreeaz/		✓				
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"> • Name of provider or facility • Provider or Service Type • Specialty • Languages spoken by Practitioner • Office Locations (e.g. county, city or zip code) 		✓				

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Information on community resources that is applicable to the Contractor's population and geographic service area. Examples of Acute Care resources are WIC, Head Start, AzEIP. ALTCS resources may include Area Agency on Aging, Alzheimer's Association. The following links should be provided: www.healtharizonaplus.gov www.azlinks.gov						
Services for which prior authorization is required and prior authorization criteria						
Clinical Practice Guidelines						
(BHS ONLY) ADHS/DBHS and its subcontractors must have a website with links to the following information: <ul style="list-style-type: none"> • Drug list • Provider manual • Member Handbook • Provider listing 						

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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

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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					
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					
			DATE OF LAST UPDATE:		

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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.