

**Janice K. Brewer, Governor**  
**Thomas J. Betlach, Director**

801 East Jefferson, Phoenix, AZ 85034  
PO Box 25520, Phoenix, AZ 85002  
Phone: 602-417-4000  
www.azahcccs.gov



*Our first care is your health care*  
ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

---

**DATE:** March, 2010

**TO:** Holders of AHCCCS Contractor Operations Manual

**FROM:** Stewart McKenzie, Administrative Services Officer III  
Division of Health Care Management, AHCCCS

**SUBJECT:** AHCCCS Contractor Operations Manual (ACOM)  
Update 2010-03

This memo describes any changes and/or additions to the ACOM Manual for the month of March, 2010.

**Chapter 400 – Operations, Policy 404, Member Information Policy**

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) Surveys has been added to the listing of National Organizations Recognized by AHCCCS in Attachment A.

**Chapter 400 – Operations, Policy 409, Intra-Agency Care Coordination for Services**

This policy applies to all Acute Care Contractors, Arizona Long Term Care System (ALTCS) Contractors, and Arizona Department of Health Services/Children’s Rehabilitation Services Administration (ADHS/CSRA). This policy provides guidance to the Contractors about the procedures to follow when a request for service potentially covered by another Medicaid (AHCCCS) payer is received by a Contractor who may not be responsible for the service. This does not represent any change in policy or operations. Existing practice has been clarified and put into ACOM Manual format.

**Chapter 400 – Operations, Policy 415, Provider Network Development and Management Plan Policy**

Item 8 in Section IV, Procedure, contains new language concerning coordination. Item 8 now states, “Coordination between internal departments; including a comprehensive listing of all committees and committee membership where this coordination occurs. Identification of members should include the department/area (i.e., QM, MM/UM, GRV, FIN, CLAIMS) that they represent on the committee.”

Individuals with questions related to this policy should contact Alan Schafer at 417-4614 or Rodd Mas at 417-4072.