

**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:** April, 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 2010-04

This memo describes any changes and/or additions to the ACOM Manual for the month of April, 2010. In addition, the Grievance System Reporting Guide and Attachments has been updated as described below.

**Chapter 100 – Administration, Policy 101, Marketing, Outreach and Retention**

Section IV (Procedure), subsection A.3 (School Based Events) has been deleted and the remainder of Subsection A has been renumbered. School based events and KidsCare Marketing have been added to the list of Temporary Restrictions in Subsection IV. D (Temporary Restrictions). Language for this paragraph has also been updated.

**Chapter 200 – Claims, Policy 201, Medicare Cost Sharing for Members in Medicare FFS**

Section III, B, Limits on Cost Sharing, has had an exception added to state, “The exception to these limits on payments as noted above is that the Contractor shall pay 100% of the member copayment amount for any Medicare Part A Skilled Nursing Facility (SNF) days (21 through 100) even if the Contractor has a Medicaid Nursing Facility rate less than the amount paid by Medicare for a Part A SNF day.”

**Chapter 200 – Claims, Policy 202, Medicare Cost Sharing for Members in Medicare HMO**

Section III, C, Limits on Cost Sharing, has had an exception added to state, “The exception to these limits on payments as noted above is that the Contractor shall pay 100% of the member copayment amount for any Medicare Part A Skilled Nursing Facility (SNF) days (21 through 100) even if the Contractor has a Medicaid Nursing Facility rate less than the amount paid by Medicare for a Part A SNF day.”

**Chapter 400 – Operations, Policy 424, Verification of Receipt of Paid Services**

A technical correction has been made to this chapter. One due date for the Quarterly Verification of Services Audit Report has been corrected from August 15<sup>th</sup> to July 15<sup>th</sup>. This does not reflect any change in policy.

### **Chapter 400 – Operations, Policy 425, Social Networking**

A definition of “broadcast” has been added to Section III (Definitions). A reference to broadcast has been added to Subsection IV. C (User Requirements) in item 7. “All static, distributed or broadcast content must be generated ...”

### **Grievance System Reporting Guide and Attachments**

Although the revised Grievance System Reporting Guide (Version 3.2) effective April, 2010 and attachments is not part of the AHCCCS Contractor Operations Manual (ACOM), this notice is being sent to ensure communication of this revision. The April 2010 version replaces the previous version of the Guide (version 3.1) and is posted on the AHCCCS website.

### **Grievance System Reporting Guide Summary of Changes**

1. The definition of "claim dispute" has been revised and clarified.
2. All reports "must" be completed using the guidelines.
3. A reference to ACOM policy 414 (Content of Notices of Action) has been added to section A.2 of the Authorization Request and Appeal Report instructions.
4. Categorical sub-classifications have been clarified in the Enrollee Grievance Report.
5. Attachment G, Access to Care, is new.

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