

**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:** October 2011

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

**FROM:** Jami Snyder, ALTCS Administrator  
Elizabeth Stackfleth, Acute Care Operations Manager

**SUBJECT:** AHCCCS Contractor Operations Manual (ACOM) Update

This memo describes additions to the ACOM Manual for the month of October 2011.

Policy 404 – Member Information Policy

This policy establishes guidelines for all AHCCCS Contractors (and those who have been awarded contracts) regarding member information requirements and the approval process for member information materials developed by or used by the Contractor. The policy was updated to include Member Handbook requirements for Behavioral Health Services (BHS) and Children’s Rehabilitative Services (CRS).

Policy 410 – Reserved

Information in the CRS Recipient Information Policy (Policy 410) is now incorporated into Policy 404, Member Information Policy. Policy 410 is now Reserved.

Policy 415 -Provider Network Development and Management Plan Policy

AHCCCS has made minor revisions to the *Provider Network Development and Management Plan Policy*. This policy provides guidance to Acute Care, Arizona Long Term Care System (ALTCS) and Behavioral Health Contractors in developing their Provider Network Development and Management Plans.

Individuals with questions related to these policies should contact Jami Snyder at 602-417-4614 or Elizabeth Stackfleth at 602-417-4796.