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ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

DATE: July 02, 2012

TO: Holders of AHCCCS Contractor Operations Manual

FROM: Julie Ambur, Contracts and Policy Administrative Services Officer
Division of Health Care Management, AHCCCS

SUBJECT: AHCCCS Contractor Operations Manual (ACOM) & AHCCCS DHCM Claims System Reporting Guide - June 2012 Update

This memo describes revisions and/or additions to the ACOM & the AHCCCS Claims System Reporting Guide for the month of June:

- **AHCCCS Claims System Reporting Guide**
The name of the *AHCCCS Claims System Reporting Guide* has been changed to the *AHCCCS Claims Dashboard Reporting Guide* in order to maintain naming consistency with contracts and deliverables.
- **Policy 102 – Distribution of Graduate Medical Education Monies after 1997**
This policy has been deleted, please reference A.R.S. § 36-2903.01(H)(9), A.A.C. R9-22-712.05, and Medicaid State Plan Attachment 4.19-A for information regarding Graduate Medical Education.
- **Policy 307 - Setting and Adjusting Rates for Home and Community Based Services**
This policy has been deleted, please reference A.R.S. § 36-2904(A)(2) & (B)(1), A.A.C. R9-22-710(A)(1), and Medicaid State Plan Attachment 4.19-B for information regarding Home and Community Based Services.
- **Policy 404 – Member Information**
This policy was revised to add The Arizona Partnership for Immunization (TAPI), to Attachment A, National Organizations Recognized by AHCCCS.
- **Policy 412 – Claims Reprocessing**
To provide further guidance & clarification on recoupments and refunds; as well as to expand on the information required when a Contractor submits a request for a recoupment or refund.
- **Policy 417 – Appointment Availability Monitoring and Reporting**
Added to methodologies that can be used to conduct appointment availability review: Calls to providers identified on the 1800 report, review of member quality of care concerns, review of reports from specific providers, and credentialing. Additional revisions were not substantive.

Please direct questions regarding policy updates to Julie Ambur at 602-417-4295 or by e-mail at julie.ambur@azahcccs.gov.