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ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

DATE: September 28, 2012

TO: Holders of AHCCCS Contractor Operations Manual

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

SUBJECT: AHCCCS Contractor Operations Manual (ACOM), Manuals & Guides -
September 2012 Update

This memo describes revisions and/or additions to the ACOM for the month of September:

- **Program Integrity Reporting Guide**
Added a place for Contractors to indicate which quarter is being reported. The calculations were updated to remove information from what AHCCCS can calculate.
- **ACOM Manual Overview**
The Overview was revised to include general chapter descriptions, additional references, and updated contact information for the ACOM content area and technical aspects.
- **Policy 104 - Business Continuity and Recovery Plan**
This policy was revised to include the definition for Continuity of Operations (COOP) and to update the reference for the FEMA website.
- **Policy 311 - Acute Program Tiered Prospective Reconciliation**
This policy was created to explain the Acute Program Tiered Prospective Reconciliation and applies to dates of service effective October 1, 2011 through September 30, 2013. AHCCCS will recoup/reimburse a percentage of the Contractor's profit or loss for all risk groups as described in the policy, using a tiered approach.
- **Policy 312 - CRS Program Tiered Reconciliation**
The policy was created to explain the CRS Program Tiered Reconciliation and applies to dates of service beginning on October 1, 2012 through September 30, 2013. AHCCCS will recoup/reimburse a percentage of the Contractor's profit or loss for the CRS program as described in the policy, using a tiered approach.

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- **Policy 404 – Member Information**
Policy was revised to ensure that Contractors inform members.
 1. Medicaid does not pay for drugs covered by Medicare, nor does Medicaid pay for the co-insurance, deductible or co-payment related to drugs paid for by Medicare, for dual eligible members.
 2. Language for members about advocates and advocacy groups (to comply with the Community First Choice initiative) and how to contact the Case Manager in between visitations (to comply with the Community First Choice initiative).Added to the list of National Organizations recognized by AHCCCS:
 1. Environmental Protection Agency (EPA), and
 2. U.S Department of Agriculture (USDA)

- **Policy 408 – Sanctions**
This policy was revised for general organizational formatting, there were no substantive changes.

- **Policy 424 – Verification of Receipt of Paid Services**
This policy was revised due to a change in the law, 455.20 & 433.116 (e) which now requires the sample to be within 45 days of date of payment.

- **Policy 429 – Direct Care Worker Training and Testing Program**
This policy was revised to provide clarification and to ensure that approved Programs understand the roles and responsibilities in implementing a DCW training and testing program.

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