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DATE: June 26, 2013
TO: Holders of AHCCCS Contractor Operations Manual
FROM: Julie Ambur, Contracts & Policy Administrator
Division of Health Care Management, AHCCCS
SUBJECT: AHCCCS Contractor Operations Manual (ACOM) - June 2013 Update

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

Published Policy Revisions

No policy updates.

Approved Policies Not Yet Effective

Please access the following link to view these policies: [Approved Policies Not Yet Effective](#)

- **Chapter 100, Policy 107 – *Contracting with Medicare Special Needs Plans***
This Policy has been updated to remove language specific to the Dual Demonstration Project and to stipulate the requirements for Contractors to operate as a D-SNP beginning January 1, 2014. Language has also been added to Section D of the Policy specific to the Integrated RBHA.
- **Chapter 300, Acute Program Payment Reform Initiative**
Policy has been amended to allow a minimum threshold of sub-capitated contracts to be considered shared-savings arrangements. A consistent change was also made to Attachment C, Payment Reform Initiative (PRI) Shared Savings Arrangement Certification. See revised *Shared-Savings Arrangement* definition and section C.2 of the policy.
- **Chapter 400, Policy – *Telephone Performance Standards Measurement and Reporting***
This policy has been updated to include the role of DBHS in overseeing this contract requirement. Section B, Quarterly Reporting has been clarified to state that reporting is necessary only for Acute Care, CRS and CMDP. The *Telephone Performance Measures Template* and *Centralized Telephone Line Down Time Template* are now also identified as Attachment A and Attachment B and are also provided in excel format.