

DATE: September 30, 2013

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) - September 2013 Update

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

Published Policy Revisions

- **Chapter 100, Policy 108 – AHCCCS Security Rule Compliance**
This Policy was developed to provide Contractors the requirements and compliance checklist tool for the annual data security audit. Attachment A is included as a link directly below the ACOM Policy on the web page.
- **Chapter 200, Policy 203 – Contractor Claims Processing by Subcontractors**
This Policy was updated to ensure consistency with current contractual requirements, procedures and protocols. This policy stipulates requirements for the adjudication and payment of claims and encounters by a subcontractor
- **Chapter 400, Policy 401 – Change of Contractor: Acute Care Contractors**
This Policy was updated to ensure consistency with current contractual requirements, procedures and protocols. This policy establishes guidelines, criteria and timeframes for how, when and by whom Contractor change requests will be processed for AHCCCS members outside of Contractor choice offered upon initial enrollment and the Annual Enrollment Choice (AEC) period. Attachment A is included as a link directly below the ACOM Policy on the web page.
- **Chapter 400, Policy 427 – CRS Contractor No-Show**
This Policy was revised to update the no-show monitoring and notification processes for the CRS Contractor and to include requirements regarding the four CRS coverage types.

As of October 1, 2013 the following policies (409, 419 and 428) are no longer effective and have been removed from the ACOM. Note that some of the policy requirements have been incorporated into other ACOM and AMPM Policies

- **Chapter 400, Policy 409 – Intra-Agency Care Coordination for Services**
See AMPM Policy 540, Other Care Coordination Issues
- **Chapter 400, Policy 419 – ALTCS Network Standards**
See ACOM Policy 436, Network Standards
- **Chapter 400, Policy 428 – CRS Service Authorization Processes**

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The below policies have been removed from the *Approved Policies Not Yet Effective* page and published to the ACOM.

- **Chapter 100, Policy 107 – Contracting with Medicare Special Needs Plans**
- **Chapter 400, Policy 412 – Claims Reprocessing**
- **Chapter 400, Policy 427 – CRS Contractor No-Show**
- **Chapter 400, Policy 434 – Coordination of Benefits/Third Party Liability**

Approved Policies Not Yet Effective

To view the policies that are approved but not yet effective, please access the following link: [Approved Policies Not Yet Effective](#).

Note: The policies listed in this section with an October 1, 2013 effective date will be published to the ACOM no later than October 18th, 2013.

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