

DATE: August 28, 2014
TO: Holders of AHCCCS Contractor Operations Manual
FROM: Sandi Borys, Contracts & Policy Specialist
Division of Health Care Management, AHCCCS
SUBJECT: AHCCCS Contractor Operations Manual (ACOM),
August 2014 Update

This memo describes revisions and/or additions to the [ACOM](#), Guides and Manuals for the month of August. *Please direct questions regarding policy updates to Sandi Borys at 602-417-4055 or by e-mail at: sandi.borys@azahcccs.gov.*

CHAPTER 100, POLICY 103. FRAUD, WASTE AND ABUSE

Policy 103, title has been updated to encompass all aspects of Policy. In addition, it has been revised to align with contract language regarding Disclosure requirements as well as Corporate Compliance Program and Plan requirements, including the responsibilities regarding reporting of fraud, waste and abuse involving AHCCCS program funds.

ATTACHMENT A, ATTESTATION OF: DISCLOSURE OF OWNERSHIP AND CONTROL AND DISCLOSURE OF INFORMATION ON PERSONS CONVICTED OF A CRIME

Attestation revised to align with Contractual requirements and retitled as Attachment A.

ATTACHMENT A, AHCCCS CONTRACTORS FRAUD AND ABUSE PREVENTION-DETECTION ACTIVITIES SUMMARY

Previous Attachment A, AHCCCS contractors Fraud and Abuse Prevention-Detection Activities Summary has been removed. The Office of the Inspector General's office will be working in conjunction with Contractors to ensure that the both the needs of the plans are aligned with the responsibilities of AHCCCS.

ATTACHMENT B, AHCCCS REFERRAL FOR PRELIMINARY INVESTIGATION

Attachment B, AHCCCS Referral for Preliminary Investigation has been removed due to reporting guidelines that have the reports going directly through the AHCCCS OIG Webpage.

CHAPTER 100, POLICY 107, CONTRACTING WITH MEDICARE DUAL SPECIAL NEEDS PLANS

Policy 107 title has been updated to encompass all aspects of Policy. In addition, Policy has been revised to provide clarity and uniformity throughout the document. Changes in federal law called for an update

to the existing policy. In addition, proposed changes to AHCCCS's behavioral health service delivery also required an updated in the policy.

CHAPTER 400, POLICY 402, MEMBER TRANSITION FOR ANNUAL ENROLLMENT CHOICE AND ELIGIBILITY CHANGES

Policy 402, title has been updated to encompass all aspects of Policy. In addition, Policy was reorganized to provide a better understanding regarding Eligibility Changes. In addition, transition coordinators must be a health care professional or individuals who possess the appropriate education and experience as well as being supported by a health care professional to effectively coordinate and oversee all transition issues, responsibilities, and activities.

CHAPTER 400, POLICY 414, NOTICES OF ACTION FOR SERVICE AUTHORIZATIONS

Policy 414 received general formatting revisions to ensure consistency throughout Policy. In addition, added the definition surrounding Standard Service Authorization Requests.

ATTACHMENT A, NOTICE OF ACTION

Attachment A received additional Spanish language to provide identical language in both English and Spanish.

ATTACHMENT B, LEGAL SERVICES PROGRAM

Attachment B received only formatting changes to provide consistency throughout the ACOM.

ATTACHMENT C, GUIDE TO LANGUAGE IN NOTICES OF ACTION

In addition, areas were added to address possible changes to Limitation for Physical Therapy surrounding Never learned or acquired and maintaining function once acquired vs. a particular skill function the individual previously had but lost due to injury or disease and maintain that function once restored.

ATTACHMENT D, NOTICE OF EXTENSION

Attachment D received additional Spanish language to provide identical language in both English and Spanish.

CHAPTER 400, POLICY 415, PROVIDER NETWORK DEVELOPMENT AND MANAGEMENT PLAN PERIODIC NETWORK REPORTING REQUIREMENTS

Policy updated to provide clarity surrounding the requirements found in Attachment B, Network Development Plan Checklist including the components required for inclusion in the Contractor Network Development and Management Plans.

ATTACHMENT A, NETWORK ATTESTATION STATEMENT

No update.

ATTACHMENT B, NETWORK DEVELOPMENT AND MANAGEMENT PLAN CHECKLIST

Attachment B has received an update to the title to encompass both the Network Development with the Management Plan Checklist. In addition, this attachment was updated to include specific requirements relevant to ADHS/DBHS and/or the Integrated RBHA. Language for some of the requirements in the checklist was further enhanced.

ATTACHMENT C, ALTCS-EPD CONTRACTOR SUPPLEMENT

No update.

ATTACHMENT D, PROVIDER TERMINATIONS DUE TO RATES

No update.

**ATTACHMENT E, PROVIDERS THAT DIMINISHED THEIR SCOPE OF SERVICE AND OR
CLOSED THEIR PANEL DUE TO RATES**

No update.

**ATTACHMENT F, DIRECT CARE WORKER TRAINING AND TESTING AND AGENCY WITH
CHOICE ROSTER**

No update.

ATTACHMENT GA, DDD THERAPEUTIC SERVICES WAIT LIST ROSTER

Divided Attachment GA and GB into separate Attachments for ease of use.

ATTACHMENT GB, HCBS SERVICES WAIT LIST ROSTER

Divided Attachment GA and GB into separate Attachments for ease of use.

POLICY 416, PROVIDER NETWORK INFORMATION

Requirements were added to Policy 416, Provider Network Information to ensure Contractors are updating their formularies (MRPDL) timely and providing notification to subcontractors when modifications are made to AHCCCS guidelines, policies, and manuals.

CHAPTER 400, POLICY 431, COPAYMENT

Policy 431 updated to include copayment exemption regarding individuals who are pregnant and entering the postpartum period following their pregnancy.

ATTACHMENT A, AHCCCS NOTIFICATION TO SET MEMBERS COPAY FLAG TO EXEMPT

No update.

POLICY 438, ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION

This is a new Policy establishing guidelines and requirements for Contractors entering into administrative services subcontracts. It provides further guidance in monitoring subcontractor performance, reporting performance review results, and notifying AHCCCS of subcontractor non-compliance and corrective action plans. The Policy also includes a check list and report template (Administrative Services Subcontract Checklist and Administrative Services Subcontractor Evaluation Report Template) to further encourage consistency across Contractors and ensure AHCCCS receives required information. Policy has been removed from the *Approved Not yet Effective* section of the ACOM and published to the ACOM Chapter 400. The Policy has received further revisions to update the definition of the Administrative Services Subcontractor and to update the general requirements regarding disclosure requirements and modifications to the Minimum Subcontract Provisions.

ATTACHMENT A, ADMINISTRATIVE SERVICES SUBCONTRACT CHECKLIST

This template serves as a tool to ensure that the Contractor is identifying and incorporating AHCCCS requirements into administrative services subcontracts.

ATTACHMENT B, ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION REPORT TEMPLATE

This template serves as a tool to increase the quality and consistency of information received from Contractors when reporting to AHCCCS.

APPROVED POLICIES NOT YET EFFECTIVE

CHAPTER 300, POLICY 315 CYE 15, ACUTE PROGRAM PAYMENT REFORM INITIATIVE

The Acute Program Payment Reform Initiative will be amended to incorporate the changes for CYE 15. The changes will be implemented on October 01, 2014.

CHAPTER 300, POLICY 318 CYE 15, ALTCS/EPD PROGRAM PAYMENT REFORM INITIATIVE

Additional changes have been made to the ALTCS/EPD Program Payment Reform Initiative Policy as a result of Contractor questions and feedback. The ALTCS/EPD Program Payment Reform Initiative is a new Policy to be implemented, October 01, 2014. The Draft Policy and Attachments are available to provide Contractors the opportunity to review and provide feedback.

CHAPTER 300, POLICY 319 CYE 15, CRS PROGRAM PAYMENT REFORM INITIATIVE

The CRS Program Payment Reform Initiative is a new Policy to be implemented, October 01, 2014.

CHAPTER 300, POLICY 321, PAYMENT REFORM – E-PRESCRIBING

E-Prescribing has been added to the Contract with an effective date of October 01, 2014. Therefore, a new Policy has been developed and outlined in Policy 321, Payment Reform – E-Prescribing. Payment reform is a cornerstone of AHCCCS’ strategy to bend the upward trajectory of health care costs. AHCCCS is implementing initiatives to leverage the managed care model toward value based health care systems where members’ experience and population health are improved, per-capita health care cost is limited to the rate of general inflation through aligned incentives with managed care organization and provider partners, and there is a commitment to continuous quality improvement and learning.

On that note, E-prescribing is an effective tool to improve members’ health outcomes and reduce costs. Benefits afforded by the electronic transmission of prescription-related information include, but are not limited to, reduced medication errors, reductions of drug and allergy interactions, and therapeutic duplication, patient adherence, and increased prescription accuracy.

POLICY 416, PROVIDER NETWORK INFORMATION

Policy 416 has been relocated from the Approved not yet Effective portion of the ACOM webpage and placed into the current ACOM Policies.

POLICY 438, ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION

Policy 438 and its Attachment have been relocated from the Approved not yet Effective portion of the ACOM webpage and placed into the current ACOM Policies.

ATTACHMENT A, ADMINISTRATIVE SERVICES SUBCONTRACT CHECKLIST

See above.

To view the policies that are approved but not yet effective, please access the following link:

[Approved Policies Not Yet Effective](#)