

**DATE:** June 30, 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),  
June 2014 Update

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

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**CHAPTER 100, POLICY 101, MARKETING**

Due to the Arizona Division of Health Services/Division of Behavioral Health Services (ADHS/DBHS) being a state agency providing care for Members and having the sole Contract, it was determined that the Marketing Policy does not pertain to ADHS/DBHS as written; therefore, ADHS/DBHS has been removed from the Policy. However, ADHS/DBHS is required to comply with all Federal and State provisions regarding marketing, social networking applications and broadcast activities and Statewide Policy P505, Social Networking. All activities shall be in support of the AHCCCS mission and delivery of services and must ensure the security of Protected Health Information (PHI). No substantive changes were made to the Policy Attachments.

**105, GRADUATE MEDICAL EDUCATION LOANS**

This policy was written to administer the Graduate Medical Education Loan Program, established in State Fiscal Year (STY) 2007-2008. The SFY 2008-2009 budget bill reverted the appropriation for the program. To date, the funding has not been restored, and AHCCCS has no expectation that funding will be restored in the future. Therefore, this Policy has been Reserved.

**POLICY 425, SOCIAL NETWORKING**

Due to the Arizona Division of Health Services/Division of Behavioral Health Services (ADHS/DBHS) being a state agency providing care for Members and having the sole Contract, it was determined that the Social Networking Policy does not pertain to ADHS/DBHS as written; therefore, ADHS/DBHS has been removed from the Policy. However, ADHS/DBHS is required to comply with all Federal and State provisions regarding marketing, social networking applications and broadcast activities and Statewide Policy P505, Social Networking. All activities shall be in support of the AHCCCS mission and delivery of services and must ensure the security of Protected Health Information (PHI). No substantive changes were made to the Policy Attachments. No substantive changes were made to the Policy Attachments.

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*APPROVED POLICIES NOT YET EFFECTIVE*

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

Additional changes have been made to the Acute Program Payment Reform Initiative Policy as a result of Contractor questions and feedback. 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**

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**

Additional changes have been made to the CRS Program Payment Reform Initiative Policy as a result of Contractor questions and feedback. The CRS 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.

**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 438, 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.

**POLICY 438, 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.

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

**[Approved Policies Not Yet Effective](#)**