

DATE: November 25, 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),
November 2014 Update

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

LOGO CHANGE AND ARIZONA DEPARTMENT OF CHILD SAFETY

AHCCCS is recognized as one of the most modern and innovative Medicaid programs in the country. As AHCCCS continues to demonstrate that through program improvements, we thought it was a good time to make the “look” of the agency match its reputation. Over the next several months AHCCCS will be rolling out its new look and updating all Policies with the new logo.

In addition, there was a State Agency change for Comprehensive Medical and Dental Program (CMDP) from Department of Economic Security (DES) to Arizona Department of Child Safety (DCS) that went into effect in May 2014, therefore, those Policies directly referencing DES/CMDP will be revised appropriately.

AHCCCS CLAIMS DASHBOARD REPORTING GUIDE

The Claims Dashboard has been revised to include reporting of Cumulative Recoupments. Section C, Cumulative Recoupments Worksheet has been added to the Claims Dashboard Guide. Attachment A and B have been updated to comport with this reporting requirement. In addition, ACOM Policy 412 has been revised to update the instructions surrounding cumulative recoupments.

**CHAPTER 200, POLICY 201, MEDICARE COST SHARING FOR MEMBERS COVERED BY
MEDICARE AND MEDICAID**

Policy 201, Medicare Cost Sharing for Members Covered by Medicare and Medicaid, was reorganized to reflect current practice. Additional clarification was added to more closely adhere to the language found in rule and contract.

**ATTACHMENT A, AHCCCS NOTIFICATION TO WAIVE MEDICARE PART D CO-
PAYMENT**

Attachment A received no substantive changes to the document it did however, receive format changes.

CHAPTER 200, POLICY 203, CLAIMS PROCESSING

Policy 203 has been renamed to *Claims Processing* from the former name *Claims Processing by Subcontractors*. Clarification has been added to address the claims process throughout this Policy including information that applies to both Contractors and subcontractors processing claims. Additional information was also added in relation to timeliness of claims submission when the claim is the payment responsibility of another AHCCCS Contractor.

CHAPTER 300,

- **POLICY 315 CYE 15, ACUTE PROGRAM PAYMENT REFORM INITIATIVE**
- **POLICY 318 CYE 15, ALTCS/EPD PROGRAM PAYMENT REFORM INITIATIVE**
- **POLICY 319 CYE 15, CRS PROGRAM PAYMENT REFORM INITIATIVE**

The above Payment Reform Initiative Policies have all received the following change to “*require the shared-savings arrangement to be written contracts executed no later than February 1, 2015*”.

CHAPTER 400, POLICY 404, MEMBER INFORMATION

Language has been strengthened in Policy 404, Member Information, to incorporate information that Contractors **MUST** reference in their Member Handbooks, including but not limited to, distinguishing between calendar and business days and changing the language “free of charge” to “at no cost”. In addition, the deliverable date for Member Handbooks has changed to provide AHCCCS additional time to review and approve the Member Handbooks.

ATTACHMENT A, NATIONAL ORGANIZATIONS RECOGNIZED BY AHCCCS

Within Attachment A, National Organizations recognized by AHCCCS www.imunize.org has been added to the list of approved organizations.

ATTACHMENT B, MEMBER HANDBOOK CHECKLIST

Attachment B, Member Handbook Checklist received term changes including “provider listing” to “provider directory” and “Parent Action Council” to “Member Advocacy Council” to be consistent with the Policy and Contracts. Additional minor formatting changes were done.

ATTACHMENT C, CONTRACTOR WEBSITE CERTIFICATION CHECKLIST AND ATTESTATION

A hyper-link was added to Attachment C, Contractor Website Certification Checklist and Attestation for Contractors to access Minimum required Prescription Drug List (MRPDL) on the AHCCCS website.

ATTACHMENT D, MEMBER INFORMATION ATTESTATION STATEMENT

Attachment D, Member Information Attestation Statement received minor formatting changes.

CHAPTER 400, POLICY 412, CLAIMS REPROCESSING

Policy 412 has been revised to remove the requirement for Contractors to submit the AHCCCS Allowed Amount. In addition, the Policy was revised to instruct Contractors that cumulative recoupments are now required to be submitted via the claims dashboard in order to gather and view information more accurately and timely.

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

The definition for Standard Service Authorization Request was corrected to clarify that the timeframe for authorization decision is based on “calendar days” rather than “working days”

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](#)