

DATE: December 22, 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),
December 2014 Update

This memo describes revisions and/or additions to the [ACOM](#), Guides and Manuals for the month of December. *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 we continue 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 we will be rolling out our new look and updating all of our 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 CONTRACTOR OPERATIONS MANUAL OVERVIEW

The definition for Health Insurance Portability and Accountability Act (HIPAA) has been added to the definition section of the AHCCCS Contractor Operations Manual Overview. In addition, several corrections were made to the way Legal references were cited.

CHAPTER 200, POLICY 203, CLAIMS PROCESSING

The cited reference to the Health Insurance, Portability and Accountability Act (HIPAA) has been corrected to 45 CFR Parts 160, 162, and 164.

CHAPTER 400, POLICY 402, MEMBER TRANSITION FOR ANNUAL ENROLLMENT

The Policy has been updated regarding the submission requirement timeframe for Enrollment Transition Information from ‘no later than ***10 business days*** of receipt of AHCCCS notification for each member who has special circumstances’ to ‘no later than ***10 calendar days***’ in order to provide Contractors adequate time for submission of the required information. In addition, the reference to the Potential Transition Plan (PTL) has been updated to Potential Plan Listing (PPL) and changed throughout the Policy.

CHAPTER 400, POLICY 435, TELEPHONE PERFORMANCE STANDARDS MEASUREMENT AND REPORTING

The definition for Average Speed of Answer (ASOA) has been added to Policy 435, Telephone Performance Standards Measurement and Reporting.

APPROVED POLICIES NOT YET EFFECTIVE

None at this time.

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

[Approved Policies Not Yet Effective](#)