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ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

DATE: March 26, 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) – March 2014 Update

This memo describes revisions and/or additions to the [ACOM](#) for the month of March:

CHAPTER 100, POLICY 103 – FRAUD AND ABUSE

Policy updated to reflect a name change of the Prior Authorization Unit to its new name of Utilization Management/Case Management (UM/CM). Additional revisions to the Policy and Attachments were for general formatting and not substantive.

CHAPTER 400, POLICY 414 – NOTICES OF ACTION FOR SERVICES AUTHORIZATION

Policy was revised to account for benefit changes regarding physical therapy. Effective January 1, 2014, AHCCCS Contractors must provide physical therapy benefits to acquire and maintain a level of function for members twenty one years of age and older, limited to 15 visits per year.

Attachment C, AHCCCS Guide to Language in Notices of Action, has been revised to include letters 11 and 12: *11 - Limitation for Physical Therapy to Acquire a Particular Skill or Function Never Learned or Acquired and Maintain that Function once Acquired* and *12- Limitation for Physical Therapy to Restore a Particular Skill or Function the Individual Previously had but Lost Due to Injury or Disease and Maintain that Function Once Restored*. Additional revisions to the Policy and Attachments were for general formatting and not substantive.

CHAPTER 400, POLICY 431 – COPAYMENT

Policy was revised to account for copayment changes effective January 1, 2014. Language was removed regarding mandatory copayments applicable to the AHCCCS Care/TWG population and was revised to update provisions regarding optional Copayments, copayment limits, and members and services exempted from copayments. Attachment A, AHCCCS Notification to Set Members Copay Flag to Exempt updated to comport with copayment changes.

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APPROVED POLICIES NOT YET EFFECTIVE

CHAPTER 100, POLICY 101, MARKETING

Policy was revised to better clarify and distinguish between Marketing vs. Outreach and Retention. All references to Outreach and Retention have been removed from this Policy and will be incorporated into ACOM Policy 404, Member Information. Additional revisions include guidelines regarding dual marketing, Contractors with capped enrollment, and submission of marketing materials, giveaways, and events for AHCCCS approval. This Policy is effective May 01, 2014.

Contractors have an opportunity to review this Draft Policy and submit any questions or concerns to [Sandi Borys](#) by **April 10, 2014**.

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

[Approved Policies Not Yet Effective.](#)