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DATE: April 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), Guides and Manuals – April 2014 Update

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

GUIDES AND MANUALS

GRIEVANCE SYSTEM REPORTING GUIDE

Guide updated to clarify the following regarding the reporting of the Average Time to Resolve (ATR) for Member Grievance Reports: *For each category, if Column B. Total Resolved equals '0', enter 'N/A' in Column H, Average Time to Resolve (ATR).*

GRIEVANCE SYSTEM REPORTING GUIDE - ATTACHMENTS

Attachments C through F updated Average Time to Resolve Column to note: *If Column B=0, Enter N/A.* All attachments updated to allow insertion and formatting of rows and columns.

PROVIDER AFFILIATION TRANSMISSION (PAT) MANUAL

The dates for resubmitting the PAT Manual have been updated; see chart under *Rules and Assumptions*. Other changes for formatting and not substantive.

Please direct questions regarding policy updates to Sandi Borys at 602-417-4055 or by e-mail at: sandi.borys@azahcccs.gov.



POLICIES

CHAPTER 100, POLICY 108 – SECURITY RULE COMPLIANCE

Policy was updated to provide clarification regarding what constitutes a Contractor and its subcontractors and to update definitions to align with contract.

CHAPTER 100, POLICY 108 – ATTACHMENTS

No substantive changes were made to the Policy Attachment A, *AHCCCS Security Rule Compliance Summary Checklist*.

CHAPTER 400, POLICY 404 – MEMBER INFORMATION

Policy was reorganized for easier readability, clarification of member information requirements, and to align with federal guidelines. This Policy is effective May 01, 2014.

CHAPTER 400, POLICY 404 – ATTACHMENTS

Attachment A, *National Organizations Recognized by AHCCCS* updated to include National Committee for Quality Assurance, National Institutes of Health, and U.S. Food and Drug Administration. Attachments B, *Member Handbook Checklist*, and C, *Contractor Website Certification Checklist and Attestation* have been updated to comport with Policy. Attachment D, *Member Information Attestation Statement*, is a new attachment developed for Contractor submission.

CHAPTER 400, POLICY 405 – CULTURAL COMPETENCY AND FAMILY/PATIENT CENTERED CARE

Policy was revised to ensure that all information is current. In addition, reference was added regarding the newly developed Cultural Competency Evaluation and Plan Checklist. This Policy is effective May 01, 2014.

CHAPTER 400, POLICY 405 – ATTACHMENTS

Attachment A, *Cultural Competency and Family/Patient Centered Care Evaluation and Plan Checklist*, was developed to provide a tool to assist with the verification of Cultural Competency submission requirements.

CHAPTER 400, POLICY 416 – PROVIDER NETWORK INFORMATION

This Policy was updated to clarify the requirements and content regarding the Contractor's website and to comport with ACOM Policy 404, Member Information. This Policy is effective May 01, 2014.

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CHAPTER 400, POLICY 430 – ELECTRONIC MEMBER CHANGE REPORT

This Policy has been removed from the ACOM as an operational policy and provided as a step-by-step user manual. The ALTCS Member Change Report User Guide is available, at the following link: [AHCCCS Contractor Guides & Manuals](#) location within the [AHCCCS website](#).

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.

Submitted questions and feedback are under review at this time.

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. The Draft Policy and Attachments are available to provide Contractors the opportunity to review and provide feedback.

Contractors have an opportunity to review this Draft Policy and submit any questions or concerns to [Stephanie Lefkowski](#) by **May 05, 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.

Contractors have an opportunity to review this Draft Policy and submit any questions or concerns to [Stephanie Lefkowski](#) by **May 19, 2014**.

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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. The Draft Policy and Attachments are available to provide Contractors the opportunity to review and provide feedback.

Contractors have an opportunity to review this Draft Policy and submit any questions or concerns to [Stephanie Lefkowski](#) by **May 19, 2014**.

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

[Approved Policies Not Yet Effective.](#)

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