

DATE: September 28, 2015

TO: Holders of the AHCCCS Contractor Operations Manual and AHCCCS Operational Guidelines

FROM: Sandi Borys, Contracts & Policy Specialist
Division of Health Care Management, AHCCCS

SUBJECT: AHCCCS Contractor Operations Manual (ACOM) and AHCCCS Operations Reporting Guidelines – October 2015 Update

This memo describes revisions and/or additions to the ACOM and AHCCCS operations reporting guidelines including, the Claims Dashboard Reporting Guide, Grievance System Reporting Guide, and Provider Affiliation Transmission (PAT) User Manual.

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

UPDATES AND REVISIONS TO THE AHCCCS CONTRACTORS OPERATION MANUAL (ACOM)

To view the policies and attachments, please access the following link:

[AHCCCS CONTRACTOR OPERATIONS MANUAL \(ACOM\)](#)

CHAPTER 400, POLICY 408, SANCTIONS

Policy 408, Sanctions has been updated to incorporate information regarding issuance of administrative actions and formation of the AHCCCS Compliance Committee.

CHAPTER 400, POLICY 415, NETWORK DEVELOPMENT AND MANAGEMENT PLAN PERIODIC NETWORK REPORTING REQUIREMENTS

The definitions were revised to mirror Contract in Policy 415 and minor formatting changes to better align with the structure of the ACOM.

- **ATTACHMENT A, NETWORK ATTESTATION STATEMENT**
None at this time.
- **ATTACHMENT B, NETWORK DEVELOPMENT AND MANAGEMENT PLAN CHECKLIST**
None at this time.
- **ATTACHMENT C, ALTCS-EPD CONTRACTOR SUPPLEMENT**
None at this time.
- **ATTACHMENT D, PROVIDER TERMINATION DUE TO RATES**
None at this time.
- **ATTACHMENT E, PROVIDERS THAT DIMINISHED THEIR SCOPE OF SERVICE AND OR CLOSED THEIR PANEL DUE TO RATES**
None at this time.
- **ATTACHMENT F, DIRECT CARE WORKER TRAINING AND TESTING AND AGENCY WITH CHOICE ROSTER**
None at this time.

- **ATTACHMENT GA, DDD THERAPEUTIC SERVICES WAIT LIST ROSTER**
None at this time.
- **ATTACHMENT GB, HCBS SERVICES WAIT LIST ROSTER**
None at this time.

CHAPTER 400, POLICY 426, CHILDREN’S REHABILITATIVE SERVICES REFERRALS, ENROLLMENT, AND COVERAGE GUIDELINES

Policy 426 was revised for updates regarding newborn eligibility. Language has also been added to clarify eligibility for CRS members who qualify for CRS based on a previously qualifying CRS condition which is no longer listed in rule

CHAPTER 400, POLICY 436, NETWORK STANDARDS

Policy 436 received changes to address the split zip code re-assignments effective October 1, 2015.

- **ATTACHMENT A, MINIMUM NETWORK REQUIREMENTS VERIFICATION TEMPLATE**
None at this time.

APPROVED NOT YET EFFECTIVE

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

[ACOM Approved Policies Not Yet Effective](#)

None at this time.

**UPDATES AND REVISIONS TO THE
AHCCCS OPERATIONAL REPORTING GUIDELINES**

*INCLUDING: CLAIMS DASHBOARD REPORTING GUIDE, GRIEVANCE SYSTEM REPORTING GUIDE,
PROVIDER AFFILIATION TRANSMISSION (PAT) USER MANUAL*

To view the current Reporting Guides, please access the following link:

[AHCCCS OPERATIONS REPORTING GUIDELINES](#)

CLAIMS DASHBOARD REPORTING GUIDE

No revisions at this time.

GRIEVANCE SYSTEM REPORTING GUIDE

No revisions at this time.

PROVIDER AFFILIATION TRANSMISSION (PAT) USER MANUAL

No revisions at this time.