

**DATE:** September 01, 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 – September 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](mailto:sandi.borys@azahcccs.gov).*

**People First:** AHCCCS is in the process of revising language in policy, guides and manuals to be consistent with AZ HB 2667: Persons with Disabilities. Laws 2014, Chapter 215.

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**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 \(ACOM\)](#)**

**MANUAL OVERVIEW**

The Manual Overview is updated with current definitions as they appear in the October 01, 2015 AHCCCS Medicaid Contracts.

**CHAPTER 100, POLICY 101, MARKETING**

Policy 101, Marketing was revised to clarify the criteria surrounding Marketing and Sanctioned Contractors.

○ **ATTACHMENT A – MARKETING ATTESTATION STATEMENT**

No changes.

○ **ATTACHMENT B – MARKETING ACTIVITIES REPORT**

Attachment B, Marketing Activities Report was changed to a Microsoft Word document for ease of use.

**CHAPTER 100, POLICY 107, MEDICARE DUAL SPECIAL NEEDS PLANS – AHCCCS MEMBERS**

Due to the Greater Arizona transition, Policy 107, Medicare Dual Special Needs Plans-AHCCCS Members has been revised for clarity and completeness. In addition, the name was changed from Contacting with Medicare Dual Special Needs to its current name.

**CHAPTER 400, POLICY 429, DIRECT CARE WORKER TRAINING AND TESTING PROGRAM**

Definitions were updated to align with October 1, 2015 AHCCCS Medicaid Contracts.

**NOTE:** The following Policies and Attachments will all be effective on October 1, 2015 and were previously published to our Approved Not Yet Effective portion of the ACOM. For information surrounding the revisions for each of the Policies, refer to the Revision Memo from August 2015.

- **CHAPTER 300, POLICY 304, PREMIUM TAX REPORTING**
  - **ATTACHMENT A, MATRIX OF MANAGED CARE CONTRACTING AND REIMBURSEMENT FOR PREMIUM TAX**
- **CHAPTER 300, POLICY 305, PERFORMANCE BOND AND EQUITY PER MEMBER REQUIREMENTS**
  - **ATTACHMENT A, INSTRUCTIONS FOR WIRE/ACH TRANSFERS OF FUNDS TO AHCCCS VIA ARIZONA STATE TREASURER**
- **CHAPTER 300, POLICY 306, RESERVED**
- **CHAPTER 300, POLICY 308, RESERVED**
- **CHAPTER 300, POLICY 320, HEALTH INSURER FEE**
  - **ATTACHMENT A, CMS APPROVED RETRO-ACTIVE CAPITATION RATE ADJUSTMENT – ONE MONTH METHOD FOR PAYMENT OF HIF**
  - **ATTACHMENT B, HEALTH INSURER FEE LIABILITY REPORTING TEMPLATE**
- **CHAPTER 300, POLICY 322 CYE 16, REGIONAL BEHAVIORAL HEALTH AUTHORITY VALUE-BASED PURCHASING INITIATIVE**
  - **ATTACHMENT A, REGIONAL BEHAVIORAL HEALTH AUTHORITY VALUE BASED PURCHASING (VBP) STRATEGIES**
  - **ATTACHMENT B, REGIONAL BEHAVIORAL HEALTH AUTHORITY VALUE BASED PURCHASING (VBP) STRATEGIES CERTIFICATION**
- **CHAPTER 400, POLICY 404, MEMBER INFORMATION**
  - **ATTACHMENT A, NATIONAL ORGANIZATIONS RECOGNIZED BY AHCCCS**
  - **ATTACHMENT B, MEMBER HANDBOOK CHECKLIST**
  - **ATTACHMENT C, WEBSITE CHECKLIST**
  - **ATTACHMENT D, MEMBER INFORMATION ATTESTATION STATEMENT**
- **CHAPTER 400, POLICY 413, GAP IN CRITICAL SERVICES**
  - **ATTACHMENT A, GAP IN CRITICAL SERVICE LOG AND AUTHORIZED CRITICAL HOURS LOG FORM INSTRUCTIONS**
  - **ATTACHMENT A1 AND 2, CRITICAL SERVICE LOG AND AUTHORIZED CRITICAL HOURS LOG FORM**

- ATTACHMENT B, TELEPHONE SURVEY INSTRUCTIONS AND TEMPLATE
- CHAPTER 400, POLICY 421, CONTRACT TERMINATION: NURSING FACILITIES AND ALTERNATIVE RESIDENTIAL SETTINGS
- CHAPTER 400, POLICY 422, RESERVED
- CHAPTER 400, POLICY 423, FINANCIAL RESPONSIBILITY FOR COURT ORDERED TREATMENT FOR DUI, DOMESTIC VIOLENCE OR OTHER CRIMINAL OFFENCES
- CHAPTER 400, POLICY 427, RESERVED
- CHAPTER 400, POLICY 432, BENEFIT COORDINATION AND FISCAL RESPONSIBILITY FOR BEHAVIORAL HEALTH SERVICES AND PHYSICAL HEALTH SERVICES
  - ATTACHMENT A, MATRIX OF FINANCIAL RESPONSIBILITY BY RESPONSIBLE PARTY
- CHAPTER 400, POLICY 433, MEMBER IDENTIFICATION CARDS
  - ATTACHMENT A, TABLE OF REQUIREMENTS
- CHAPTER 400, POLICY 437, FINANCIAL RESPONSIBILITY FOR SERVICES AFTER THE COMPLETION OF COURT-ORDERED EVALUATION
- CHAPTER 400, POLICY 439, MATERIAL CHANGES: PROVIDER NETWORK AND BUSINESS OPERATIONS
  - ATTACHMENT A, PROVIDER NETWORK/BUSINESS OPERATIONS MATERIAL CHANGE PLAN CHECKLIST

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**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](#)**

**CHAPTER 300, POLICY 314, AUTO-ASSIGNMENT ALGORITHM**

Policy 314 has been updated to include additional and new components of the auto-assignment algorithm, including factors and methodology for the calculation of the Auto-Assignment Algorithm. This Policy will have an effective date of 11/01/15.

**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.