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**DATE:** August 08, 2016  
**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 – August 2 of 2

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).*

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*Please Note: On February 1, 2016 AHCCCS launched a new website. Any links that you may have had saved or are using in any documentation sent out to members will need to be updated to include the new web location.*

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**UPDATES AND REVISIONS TO THE AHCCCS CONTRACTOR OPERATIONS MANUAL (ACOM)**

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

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

**Please Note:** Arizona Law 2015, Chapter 19 Section 9 (SB 1480) enacts that from and after June 30, 2016 the provisions of behavioral health services under Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS) is transferred to and shall be administered by AHCCCS.

**CHAPTER 400, POLICY 432, BENEFIT COORDINATION AND FISCAL RESPONSIBILITY FOR BEHAVIORAL HEALTH SERVICES AND PHYSICAL HEALTH SERVICES**

ACOM Policy 432 was opened to remove a reference to ACOM Policy 441, Crisis Services which was previously being reviewed for inclusion in the ACOM . It has been determined that ACOM Policy 441, Crisis Services is not needed as a separate policy as all pertinent information is included in Contract.

**CHAPTER 400, POLICY 449, BEHAVIORAL HEALTH SERVICES FOR CHILDREN IN DEPARTMENT OF CHILD SAFETY CUSTODY AND ADOPTED CHILDREN**

A new Policy was developed in accordance with A.R.S. §8-512.01(HB 2442, Jacob's Law). ACOM Chapter 400, Policy 449, Behavioral Health Services for Children in Department of Child Safety Custody and Adopted Children includes requirements to ensure the timely provision of medically necessary behavioral health services to children eligible for Title XIX and XXI services who are in

out-of-home placement and in the legal custody of the Department of Child Safety (DCS) and to adopted children.

The Policy was posted for public comment on July 22<sup>nd</sup> and substantive changes surrounding Requests for Residential Treatment have been made as a direct result of feedback received. To now include: The Contractor shall ensure a determination is made as expeditiously as the member's health condition warrants but no later than 72 hours after a request is made by the out-of-home placement or adoptive parent for placement of the member in residential treatment due to the child displaying dangerous or threatening behaviors. In the event the Contractor determines there is insufficient information to make a determination, the Contractor shall document all concerted efforts to obtain required information within the 72 hour timeframe.

In addition, The Contractor is responsible for reimbursement to the inpatient psychiatric hospital for all medically necessary care including days where inpatient criteria was not met but there was not a safe discharge plan in effect to meet the needs and safety of the member and the out-of-home placement or adoptive family. In these cases the Contractor is responsible for payment of the administrative days regardless of principal diagnosis on the claim and may negotiate with the hospital for an appropriate rate.

- **ATTACHMENT A, DEPARTMENT OF CHILD SAFETY AND ADOPTED CHILDREN SERVICES REPORTING ACCESS TO SERVICE**

Attachment A was developed to capture access to services and the number of time the Contractor is notified regarding Provider being unresponsive, behavioral health services not being provided within the 21 calendar days after the evaluation, and the number of times initial behavioral health services were accessed directly by an Out-of-Home or Adoptive Parent to a non-contracted provider.

- **ATTACHMENT B, DEPARTMENT OF CHILD SAFETY AND ADOPTED CHILDREN SERVICES REPORTING CALLS AND RECONCILIATION**

Attachment B consists of the types of calls that the Contractor is receiving.

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**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 AND APPEAL SYSTEM REPORTING GUIDE**

No revisions at this time.

**PROVIDER AFFILIATION TRANSMISSION (PAT) USER MANUAL**

No revisions at this time.