

DATE: November 02, 2016
To: Holders of the AHCCCS Contractor Operations Manual and AHCCCS Operational Guidelines
FROM: DHCM Contracts and Policy
SUBJECT: AHCCCS Contractor Operations Manual (ACOM) and AHCCCS Operations Reporting Guidelines – November 2016 1 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 the Contracts and Policy Unit at 602-417-4295 or 602-417-4055 or email at DHCMContractsandPolicy@azahcccs.gov.

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.

POLICY 448, HOUSING

The Division of Behavioral Health Services Policy 112 has been converted to ACOM Policy 448, Housing and will now be administered through AHCCCS. Definitions, clarification and content were updated and revised to include current Hosing requirements for Contractors. Contractor requirements that were part of the Housing Desktop Manual were also incorporated into this Policy. In addition, references surrounding original reporting to DBHS have been revised to report to AHCCCS.

- **ATTACHMENT A, AHCCCS HOUSING ACQUISITION-RENOVATION APPLICATION**
Changing references from reporting to DBHS to AHCCCS.
- **ATTACHMENT B, AHCCCS HOUSING ACQUISITION-RENOVATION CHECKLIST**
Changing references from reporting to DBHS to AHCCCS.
- **ATTACHMENT C, AHCCCS DECLARATION OF COVENANTS, CONDITIONS, AND RESTRICTIONS**
Changing references from reporting to DBHS to AHCCCS.

- **ATTACHMENT D, HOUSING ACQUISITION AND/OR, RENOVATION OR NEW CONSTRUCTION OPERATING AND FUNDING AGREEMENT**

Changing references from reporting to DBHS to AHCCCS.

**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.