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**DATE:** September 29, 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 – October 2016

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](mailto:DHCMContractsandPolicy@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.

No revisions at this time.

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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**

The Grievance and Appeal System Reporting Guide had minor revisions to page 18, Attachment C, Transportation – added the new category “late pick up after appointment”.

Additionally, within Attachment A-H the following revisions were made on the following Attachments:

- Attachment C, the additional category “Late pick up after appointment” was added.
- Attachment H, “Transportation” was added to row two as a heading and modified “Category 10 Other” in order to align with the rest of the form. In addition, under “Access to Care” “Provider accommodation” was added under Category six.

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

No revisions at this time.