

**DATE:** January 11, 2017  
**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

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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**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 \(ACOM\)](#)

**CHAPTER 400, POLICY 417, APPOINTMENT AVAILABILITY, MONITORING AND REPORTING**

Policy 417, Appointment Availability, Monitoring and Reporting has been updated. Clarification was added to initial assessment needs to be done within seven days of the referral or request for service. Clarification was also added with regard to Psychotropic Medications to clarify that appointments need to be provided to the member within a timeframe that ensures the member:

- a.) Does not run out of needed medication or,
- b.) Does not decline in his/her behavioral health condition prior to starting medication, but no later than 30 days from the identification of need.

In addition, a cover letter must be included which summarizes the data, and describes how the survey methodology is representative of appointment standards across the Contractor's network.

- **ATTACHMENT A, AHCCCS APPOINTMENT STANDARDS**  
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 AND APPEAL SYSTEM REPORTING GUIDE**

No revisions at this time.

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

No revisions at this time.