

**DATE:** November 15, 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 \(ACOM\)](#)**

**POLICY 109, INSTITUTION FOR MENTAL DISEASE (IMD)**

ACOM Policy 109, is a new Policy created to address 42 CFR 438.6(e): *Payments to Managed Care Organizations and PIHPs for enrollees that are a patient in an institution for mental disease.*

- **ATTACHMENT A, IMD PLACEMENT EXCEEDING 15 DAYS**  
Contractors shall complete and submit Attachment A within one business day of identification of an IMD Stay greater than 15 days.

**POLICY 323, REGIONAL BEHAVIORAL HEALTH AUTHORITIES CYE 16 & CYE 17 TITLE XIX/XXI RECONCILIATION AND SFY 17 AND FORWARD NON-TITLE XIX/XXI PROFIT LIMIT**

ACOM Policy 323 is a new Policy. Reconciliation language from the RBHA Financial Reporting Guide was moved from the Guide into this Policy. Additional changes were made to be consistent with other reconciliation policies.

- **ATTACHMENT A, CYE 16 ONLY MARICOPA COUNTY CONTRACTOR TITLE XIX/XXI RECONCILIATION – EXAMPLE**  
Attachment A to this Policy provides an example of the calculation of the Title XIX/XXI reconciliation for the Maricopa County Contractor and the Greater Arizona Contractors for CYE 16.
- **ATTACHMENT B, MARICOPA COUNTY CONTRACTOR TITLE XIX/XXI RECONCILIATION**  
Attachment B to this Policy provides an example of the Title XIX/XXI reconciliation calculation for the Maricopa County Contractor for CYE 17.

- **ATTACHMENT C, GREATER ARIZONA CONTRACTORS TITLE XIX/XXI RECONCILIATION**  
New Attachment addressing Greater Arizona Contractors Title XIX/XXI Reconciliation.
- **ATTACHMENT D, NON-TITLE XIX/XXI PROFIT LIMIT EXAMPLE**  
Attachment C to this Policy provides an example of the Title XIX/XXI reconciliation calculation for the Greater Arizona Contractors for CYE 17.

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**APPROVED NOT YET EFFECTIVE**

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

**[ACOM APPROVED NOT YET EFFECTIVE](#)**

None 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**

No revisions at this time.

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

No revisions at this time.