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.

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.
o **ATTACHMENT C, GREATER ARIZONA CONTRACTORS TITLE XIX/XXI RECONCILIATION**  
New Attachment addressing Greater Arizona Contractors Title XIX/XXI Reconciliation.

o **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.