
DATE: March 17, 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 \(ACOM\)](#)

CHAPTER 100, MANUAL OVERVIEW

Updates were made to the Manual Overview to encompass the additional information regarding the incorporation of Constant Contact as our method of sharing information for both Tribal Consultation and Public Comment notification.

CHAPTER 400, POLICY 449, BEHAVIORAL HEALTH SERVICES FOR CHILDREN IN DEPARTMENT OF CHILD SAFETY CUSTODY AND ADOPTED CHILDREN

Policy clarification for ACOM 449 has been updated to address the concerns brought about during the Tribal Consultation / Public Comment Notification period. Clarification was added to provide additional guidance regarding requests for Behavioral Health Out-Of-Home Treatment and Initial Assessments. Contractors responsible for the provision of behavioral health services are encouraged to follow the requirements outlined in ACOM Policy 417 regarding Appointment Availability, Monitoring, and Reporting. Additional education requirements were also added.

- **ATTACHMENT A, DCS & ADOPTED CHILDREN SERVICES REPORTING: ACCESS TO SERVICES**
None at this time.
- **ATTACHMENT B, DCS & ADOPTED CHILDREN SERVICES REPORTING: CALLS AND RECONCILIATION**
A new tab was added to Attachment B for Contractors to complete to provide member information surrounding the reconciliation of calls.

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.