

DATE: January 10, 2018
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 432, BENEFIT COORDINATION AND FISCAL RESPONSIBILITY FOR BEHAVIORAL HEALTH SERVICES AND PHYSICAL HEALTH SERVICES

ACOM Policy 432 was revised to include a requirement for reimbursement of PCPs for treatment of Opioid use disorder as well as general formatting updates. *Effective date for Policy is made retroactive to 10/01/17; Effective date for Reimbursement of PCPs for Treatment of Opioid use disorder is made retroactive to 01/01/18.*

- **ATTACHMENT A, MATRIX OF FINANCIAL RESPONSIBILITY BY RESPONSIBLE PARTY**

Attachment A was updated to include payment responsible for Occupational Therapy claims regardless of principle diagnosis, and clarified payment responsibility for services associated with a PCP visit for diagnosis and Medication Assisted Treatment (MAT) for Opioid use disorder.

POLICY 434, BENEFIT COORDINATION AND THIRD PARTY LIABILITY

ACOM Policy 434 was revised to update the definition of copayment. Additionally, grants have been added to the Policy regarding grant funding as payor of last resort. *The Effective Date is made retroactive to 10/01/17.*

- **ATTACHMENT A, TOTAL PLAN CASE SETTLEMENT NOTIFICATION FORM**

No changes.

○ **ATTACHMENT B, TRAUMA CODE ICD-10 LIST**

Attachment B was updated to include 2018 ICD-10 codes including activity and place of occurrence that drive pay and chase logic.

APPROVED NOT YET EFFECTIVE

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

[ACOM APPROVED NOT YET EFFECTIVE](#)

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.