

DATE: February 01, 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 306, ALTERNATIVE PAYMENT MODEL INITIATIVE – WITHHOLD AND QUALITY MEASURE PERFORMANCE INCENTIVE

ACOM Policy 306 is a new policy that combines the the quality distribution aspects of ACOM Policy 315 and ACOM Policy 318. The terminology Value Based Purchasing (VBP) was updated to align with Alternative Payment Model (APM). With respect to the name change to APM, the quality distribution was further separated into withhold and incentive sections. *Effective Date will be made retroactive to 10/01/17.*

- **ATTACHMENT A, ACUTE CARE CONTRACTOR ALTERNATIVE PAYMENT MODEL (APM) QUALITY MANAGEMENT PERFORMANCE MEASURE STANDARDS**
Attachment A includes Measure Performance Standards (MPS) for Diabetes Admissions on the E/PD Measure table.
- **ATTACHMENT B, APM QUALITY PERFORMANCE MEASURE SCORES**
Attachment B separates Performance Measure scores.
- **ATTACHMENT C, FEDERAL LIMIT TEST**
Attachment C separates earned withhold QMP calculations/measures based on Attachment A.

POLICY 307, ALTERNATIVE PAYMENT MODEL INITIATIVE – STRATEGIES AND PERFORMANCE-BASED PAYMENTS INCENTIVE

ACOM Policy 307 is a new policy that combines the performance based payment component and contracted spend concepts from the previous ACOM Policies 315, 318, 319, and 322. New ACOM Policy 307 includes a sanction criteria table. *Effective Date will be made retroactive to 10/01/17.*

- **ATTACHMENT A, LEARNING ACTION NETWORK – ALTERNATIVE PAYMENT MODEL FRAMEWORK STRATEGIES**
Attachment A lists Alternative Payment Model Framework Strategies.
- **ATTACHMENT B, ALTERNATIVE PAYMENT MODEL STRATEGIES AND PERFORMANCE-BASED PAYMENTS INCENTIVE CERTIFICATION**
Attachment B includes new LAN APM Framework used for new strategy identifications.

POLICY 325, ACCESS TO PROFESSIONAL SERVICES INITIATIVE AND RECONCILIATION

ACOM Policy 325 is a new policy developed for the reconciliation of Access to Professional Services Initiative (APSI) funding. *Effective Date will be made retroactive to 10/01/17.*

- **ATTACHMENT A, ACCESS TO PROFESSIONAL SERVICES INITIATIVE (APSI) RECONCILIATION**
Attachment A includes a reconciliation sample used to identify components of capitation, expenses, and differences.

APPROVED NOT YET EFFECTIVE

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

[ACOM APPROVED NOT YET EFFECTIVE](#)

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

ACOM Policy 449 was updated to address the requirements set forth in the AHCCCS Complete Care RFP (YH19-0001). All references to Children’s Rehabilitative Services (CRS) have been removed. *Implementation date will be 10/01/18.*

- **ATTACHMENT A, DCS AND ADOPTED CHILDREN SERVICES REPORTING – ACCESS TO SERVICE**
No changes.
- **ATTACHMENT B, DCS AND ADOPTED CHILDREN SERVICES REPORTING CALLS AND RECONCILIATION**
No changes.

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.