

**DATE:** September 19, 2018  
**To:** Holders of the AHCCCS Contractor Operations Manual  
**FROM:** DHCM Contracts and Policy  
**SUBJECT:** AHCCCS Contractor Operations Manual (ACOM)

This memo describes revisions and/or additions to the ACOM

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 302A CYE 11 – 18, PPC RECONCILIATION ALTCS E/PD CONTRACTORS**

Policy 302A CYE 11-18 was revised to include an end date year of 2018.

- **Attachment A, SAMPLE PPC RECONCILIATION CYE 11**  
Attachment A's title was updated to align with Policy.
- **ATTACHMENT B, SAMPLE PPC RECONCILIATION CYE XX**  
Attachment B's title was updated to align with Policy.

**POLICY 303, HOME AND COMMUNITY BASED SERVICES RECONCILIATION**

Policy 303 was revised to include an end date year of 2018.

**POLICY 310, DELIVERY SUPPLEMENT PAYMENT**

Policy 310 was revised to align with AHCCCS Complete Care (ACC) Contract/Integration changes (RFP YH19-0001) and minor formatting.

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[AHCCCS CONTRACTOR OPERATIONS MANUAL \(ACOM\)](#)

During the month of September AHCCCS will be transitioning the Policies from the *Approved Not Yet Effective* section of the ACOM webpage to the ACOM final publishing section. Some Policies may have additional changes since the date they were first posted to the *Approved Not Yet Effective* section. In the event additional changes were made, those revisions are indicated below. Policies that had no additional changes are then listed after. The transitioned policies have a 10/01/18 effective date.

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**POLICY 100, AHCCCS CONTRACTOR OPERATIONS MANUAL OVERVIEW**

Policy 100 was revised to include Adult Behavioral Health Service Delivery-Nine Guiding Principles, the Arizona Vision, and Twelve Principles for Children Behavioral Health Service Delivery.

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**POLICY 101, MARKETING**

- **ATTACHMENT A, MARKETING ATTESTATION STATEMENT**
- **ATTACHMENT B, MARKETING ACTIVITIES REPORT**

**POLICY 103, FRAUD, WASTE, AND ABUSE**

- **ATTACHMENT A, REPRESENTATIONS AND CERTIFICATIONS OF CONTRACTOR**
- **ATTACHMENT A-1, DISCLOSURE INFORMATION: DISCLOSURE OF OWNERSHIP AND CONTROL**
- **ATTACHMENT B, CORPORATE COMPLIANCE WORK PLAN -SAMPLE**
- **ATTACHMENT C, EXTERNAL AUDIT PLAN TEMPLATE**

**POLICY 104, CONTINUITY OF OPERATIONS AND RECOVERY PLAN**

- **ATTACHMENT A, CONTINUITY OF OPERATIONS AND RECOVERY PLAN CHECKLIST**

**POLICY 106, CERTIFICATION OF MEDICARE ADVANTAGE ORGANIZATIONS SERVING DUAL ELIGIBLE MEMBERS**

- **ATTACHMENT A, CMS STATE CERTIFICATION FORM (SAMPLE)**

**POLICY 107, STATE-CONTRACTED MEDICARE ADVANTAGE ORGANIZATION DUAL ELIGIBLE SPECIAL NEEDS PLANS****POLICY 108, AHCCCS SECURITY RULE COMPLIANCE****POLICY 109, INSTITUTION FOR MENTAL DISEASE 15 DAY LIMIT**

- **Attachment A, IMD EXCEEDING 15 DAYS**

**POLICY 314, AUTO-ASSIGNMENT ALGORITHM****POLICY 317, CHANGE IN CONTRACTOR ORGANIZATIONAL STRUCTURE****POLICY 324, TARGETED INVESTMENTS PROGRAM**

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**RESERVED POLICIES**

The following Policies are being Reserved as the information is no longer applicable based on the Contract Year End dates and/or Contractor lines of business.

**POLICY 301-A, PROSPECTIVE TITLE XIX WAIVER GROUP NON-MED RECONCILIATION**

Policy is Reserved.

**POLICY 302 CYE 11-13, PRIOR PERIOD COVERAGE RECONCILIATION: ACUTE CARE AND  
CMDP CONTRACTORS**

Policy is Reserved.

**POLICY 311 CYE 12-13, ACUTE PROGRAM TIERED PROSPECTIVE RECONCILIATION**

Policy is Reserved.

**POLICY 312 CYE 13, CRS PROGRAM TIERED RECONCILIATION**

Policy is Reserved.

**POLICY 315, ACUTE PROGRAM PAYMENT REFORM INITIATIVE**

Policy is Reserved.

**POLICY 315 CYE 15, ACUTE PROGRAM PAYMENT REFORM INITIATIVE**

Policy is Reserved.

**POLICY 318 CYE 15, ARIZONA LONG TERM CARE SYSTEM ELDERLY AND PHYSICALLY  
DISABLED PROGRAM PAYMENT REFORM INITIATIVE**

Policy is Reserved.

**POLICY 319 CYE 15, CHILDREN'S REHABILITATIVE SERVICES PROGRAM PAYMENT  
REFORM INITIATIVE**

Policy is Reserved.

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**APPROVED NOT YET EFFECTIVE**

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

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

**The following Policies are posted for Contactor reference. These Policies are not in effect until the date referenced in each Policy.**

None at this time.