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.

**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)](http://example.com)

**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.

**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.
**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 Cmpd 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.