

DATE: November 28, 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)

POLICY 203, CLAIMS PROCESSING

Policy 203 was revised to align with AHCCCS Complete Care (ACC) Contract/Integration changes (RFP YH19-0001) and for minor formatting and general overview. Policy 203 was revised Post-Tribal Consultation Notification/Public Comment to include the following changes:

Removed 'in-state' in section C. and in section D., 1., to align with A.R.S. §36-2903.01.

POLICY 301 CYE 18, ALTCS E/PD PROGRAM PROSPECTIVE RECONCILIATION

Policy 301 CYE 18 is a new reconciliation policy for the ALTCS E/PD Program.

- **ATTACHMENT A, ALTCS EPD PROGRAM PROSPECTIVE RECONCILIATION EXAMPLE**
Attachment A is the associated Attachment for New Policy 301 CYE 18.

POLICY 304, PREMIUM TAX REPORTING

Policy 304 was revised to align with AHCCCS Complete Care (ACC) Contract/Integration changes (RFP YH19-0001) and minor formatting and general overview.

- **ATTACHMENT A, MATRIX OF MANAGED CARE PAYMENTS INCLUDED FOR PREMIUM TAX**
Attachment A was revised to align with AHCCCS Complete Care (ACC) Contract/Integration changes (RFP YH19-0001) and for minor formatting and general overview.

POLICY 404, CONTRACTOR WEBSITE AND MEMBER INFORMATION

No changes.

ATTACHMENT B, CONTRACTOR WEBSITE CERTIFICATION CHECKLIST

Attachment revised to remove references to a Website Attestation; Title of Attachment changed to Contractor Website Certification Checklist.

POLICY 434, COORDINATION OF BENEFITS AND THIRD-PARTY LIABILITY

Policy 434 was revised to align with AHCCCS Complete Care (ACC) Contract/Integration changes (RFP YH19-0001). Policy was also revised to address the Federal Bipartisan Budget Act of 2018 which eliminated the requirement for SMAs to pay and chase claims for prenatal services when liable third parties exist. Additionally, revised to allow RBHAs to use non-Title XIX/XXI funds to cover premiums, deductibles, and co-pays for Medicare Part D members determined to have an SMI and for members receiving services through Substance Use Disorder Service funds authorized by the Opioid Epidemic Act.

- **ATTACHMENT A, TOTAL PLAN CASE SETTLEMENT NOTIFICATION FORM**
No changes
- **ATTACHMENT B, TRAUMA CODE ICD 10 LIST**
No changes

POLICY 438, ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION

ACOM Policy 438 was revised to align with AHCCCS Complete Care (ACC) Contract/Integration changes (RFP YH19-0001) and for minor formatting.

- **ATTACHMENT A, ADMINISTRATIVE SERVICES SUBCONTRACT CHECKLIST**
Attachment A revised to incorporate 42 CFR 438.230 requirements.
- **ATTACHMENT B, ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION REPORT TEMPLATE**
Attachment B revised to incorporate instructions.

APPROVED NOT YET EFFECTIVE

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ACOM APPROVED NOT YET EFFECTIVE

None at this time.