

DATE: May 08, 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 \(ACOM\)](#)

None at this time.

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. However, the below Policies will not be in effect until the date referenced in each Policy. Policies which are newly approved but not yet effective will be added at the beginning of this section.

POLICY 426, CHILDREN'S REHABILITATIVE SERVICES REFERRALS, ENROLLMENT, AND COVERAGE

In accordance with the AHCCCS Complete Care Contract (RFP YH19-0001), the title changed for Policy 426, previously Children's Rehabilitative Services Referrals, Enrollment, and Coverage has been changed to Children's Rehabilitative Services, Application, Designation, and Coverage. Clarification was added regarding members no longer changing enrollment if determined CRS eligible. In addition, Contractors shall notify to a member with a CRS designation turning 21 years of age, at least 90 days prior that his/her CRS designation ends upon his/her 21st birthday. The Contractor shall ensure specialty services related to the member's CRS condition(s) are completed, as clinically appropriate, prior to the member's 21st birthday. The Contractor shall continue to ensure appropriate service delivery and care coordination is provided, regardless of the member's CRS designation ending. *This Policy will have an implementation date of 10/01/18.*

POLICY 432, BENEFIT COORDINATION AND FISCAL RESPONSIBILITY FOR BEHAVIORAL HEALTH AND PHYSICAL HEALTH SERVICE

Policy 432 was revised as part of the AHCCCS Complete Care Contractor RFP YH19-0001. Revised Policy and corresponding Attachment matrix of payment responsibility to apply only for those populations who are not in an integrated program, i.e. are not receiving physical and behavioral health services from the same entity (e.g. DDD members - DDD/RBHA, CMDP members CMDP/RBHA). Also updated policy to include the recent changes published to include Primary Care Provider reimbursement for Opioid Use Disorder services effective 1-1-18. *This Policy will have an implementation date of 10/01/18.*

Note: Change after comment period – Attachment A item 4 under Enrolled Entity – clarified facility services as acute care facility services.

POLICY 442, MEMBER WITH A SERIOUS MENTAL ILLNESS REQUEST TO OPT OUT FROM A REGIONAL BEHAVIORAL HEALTH AUTHORITY TO AN ACUTE CARE CONTRACTOR

Policy 442 was revised to address new opt out criteria as set forth in the AHCCCS Complete Care (ACC) RFP (YH19-0001). Members with a Serious Mental Illness (SMI) who request to opt out from a Regional Behavioral Health Authority (RBHA) will now be moved to an ACC plan instead of an Acute Care Plan. *This Policy will have an implementation date of 10/01/18.*

PREVIOUSLY ADDED TO THE APPROVED NOT YET EFFECTIVE LOCATION

POLICY 317, CHANGE IN CONTRACTOR ORGANIZATIONAL STRUCTURE

ACOM Policy 317 was revised to address change in contractor organizational structure requirements set forth in the AHCCCS Complete Care RFP (YH19-0001). New references added (42 CFR Part 455, Subpart B; 42 CFR 455.436; State Medicaid Director Letters 08-003 and 09-001). *This Policy will have an implementation date of 10/01/18.*

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. *This Policy will have an implementation date of 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.