DATE: January 25, 2019

TO: Holders of the AHCCCS Contractor Operations Manual

FROM: DHCM Contracts and Policy Unit
Division of Health Care Management, AHCCCS

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.

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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 311 CYE 14-18, ACUTE PROGRAM TIERED PROSPECTIVE RECONCILIATION**

ACOM Policy 311 CYE 14-18 was revised for general minor formatting updates and an end date of 09/30/18 was added.

- **Attachment A, Acute Program Tiered Prospective Reconciliation Example**
  Attachment A was revised for general minor formatting updates and an end date of 09/30/18 was added.

**POLICY 401, CHANGE OF CONTRACTOR: AHCCCS COMPLETE CARE CONTRACTORS**

ACOM Policy 401 was revised to align with AHCCCS Complete Care (ACC) Contract/Integration changes (RFP YH19-0001) and for general minor formatting updates. Clarifying language was added to identify AHCCCS divisions and responsibilities.

- **Attachment A, AHCCCS Complete Care Change of Contractor Form**
  Attachment A was modified to include instructions, a section for Family Members, and a section for AHCCCS personnel.

**POLICY 403, ENROLLMENT CHOICE IN A COUNTY WITH CHOICE AND CHANGE OF CONTRACTOR: ARIZONA LONG TERM CARE SYSTEM CONTRACTORS**

ACOM Policy 403 was revised for general minor formatting updates.

**POLICY 418, PROVIDER AND AFFILIATE ADVANCES, EQUITY DISTRIBUTIONS, LOANS, AND INVESTMENTS**

ACOM Policy 418 was revised to align with AHCCCS Complete Care (ACC) Contract/Integration changes (RFP YH19-0001) and for general minor formatting updates. Policy had a title update as it was formerly named, “Provider and Affiliate Advance and Loan Request”.

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POLICY 423, FINANCIAL RESPONSIBILITY FOR COURT ORDERED TREATMENT FOR DUI DOMESTIC VIOLENCE OR OTHER CRIMINAL OFFENSES
ACOM Policy 423 was revised to align with AHCCCS Complete Care (ACC) Contract/Integration changes (RFP YH19-0001) and for general minor formatting updates.

POLICY 437, FINANCIAL RESPONSIBILITY FOR SERVICES AFTER THE COMPLETION OF COURT-ORDERED EVALUATION
ACOM Policy 437 was revised to align with AHCCCS Complete Care (ACC) Contract/Integration changes (RFP YH19-0001) and for general minor formatting updates.

POLICY 445, SUBMISSION OF REQUEST FOR HEARING
ACOM Policy 445 was revised for general minor formatting updates.

- ATTACHMENT A, SUBMISSION OF REQUEST FOR HEARING FORM
  No changes.

APPROVED NOT YET EFFECTIVE
To view the policies and attachments, please access the following link:
ACOM APPROVED NOT YET EFFECTIVE

None at this time.