

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.

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".

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.