

DATE: October 09, 2019
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 417, APPOINTMENT AVAILABILITY, MONITORING, AND REPORTING

ACOM 417 was revised to reflect the DDD RFP Integration. Under Dental Provider appointments, standard for Dental Appointments of 30 calendar days for DCS kids (CMDP) was added to align with Foster Caregivers Resources packet.

Policy was also revised to clarify requirements for planning and submissions, and provide direction for DDD and its integrated subcontractors.

○ **ATTACHMENT A, APPOINTMENT AVAILABILITY PROVIDER REPORT**

Attachment A, language was carried over from policy into the attachment for easier reference. Instructions for completing Attachment A was also added.

APPROVED NOT YET EFFECTIVE

To view the policies and attachments, please access the following link:

[ACOM Approved Not Yet Effective](#)

POLICY 429, DIRECT CARE WORKER AND TESTING PROGRAM

ACOM 429 was revised to streamline the auditing process including requiring a desk audit at the point of application for training programs and allowing a two year review cycle for compliant programs. Auditing exemptions were removed for educational institutions and programs licensed by the state board of private post-secondary education.

At this time we are still in the process of revising standard documents and forms in response to the policy updates including, frequently asked questions, initial training program application and audit tools and instructions. *The implementation of this Policy will be upon completion of the revisions of the standar documents and forms. We will send notification when the policy has been published and, therefore, must be implemented in practice by the required parties.*

POST TRIBAL CONSULTATION NOTIFICATION/PUBLIC COMMENT CHANGES:

Policy Section II., Definitions has been revised as follows:

QUALIFIED DCW:

For the purposes of this policy, an individual who demonstrates DCW competencies by passing the required knowledge and skills tests. **It is still up to** The DCW Agency **is responsible** to:

determine **if** the DCW's **is** competency to provide care **utilizing the agency's policies and procedures, the DCW job description and the supports needs of the member's served by the DCW.** In some instances qualified DCWs may not yet be employed or contracted by a DCW Agency.

Policy Section III.,A., 3.,e., Policy has been revised as follows:

A DCW agency may request a challenge test one time for an employee/**contractor**

Policy Section III.,A., 3.,g., Policy has been revised as follows:

However, DCW agencies have the discretion to test and train their employees/**contractors** as they determined necessary.

Policy Section III.,A., 3.,g., Policy has been revised as follows:

All DCWs with an initial hire date on or after 10/01/2012 shall meet the DCW training and testing requirements within 90 calendar days from date of hire. It is permissible for DCWs to provide care during the 90 day training period. In the event the DCWs 90 day training period has expired prior to the DCW receiving training and passing the knowledge and skills tests, the DCW shall stop providing care until the training and testing requirements are met and the DCW Agency has determined the DCW is competent to provide care, **and utilizing the agency's policies and procedures, the DCW job description and the support needs of the member's served by the DCW, and**

Policy Section III.,A., 5.,b., Policy has been revised as follows:

Maintain and manage an employee/**contractor** listing of trainers who will be or have been sent for training/testing including updating status changes of employees/**contractors** (hired, terminated, resigned) within 30 days of the status change,

Policy Section III.,A., 5.,c., Policy has been revised as follows:

Utilize the Testing Records Search Authorization Form to obtain permission from current/prospective trainer employees/**contractors** to access testing records in the online database, and

Policy Section III.,B., 2., Policy has been revised as follows:

The initial application review is conducted by a "desk audit," with no planned onsite review. AHCCCS **will coordinate with the Contractors to determine which Contractor shall perform the desk audits.** AHCCCS/Contractor shall:

Policy Section III.,C., 1a., Policy has been revised as follows:

After a DCW training and testing Program is approved, AHCCCS / Contractor will conduct a post-initial audit within 180 days of the initial Program approval. **AHCCCS will coordinate with the Contractors to determine which Contractor shall perform the onsite audits.** AHCCCS may perform

audits in lieu of the Contractors. An onsite review of an Approved Program, outside of the audit cycle, may be performed at the discretion of AHCCCS / Contractor, or the assigned auditing Contractor.