

DATE: October 31, 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)

AHCCCS CONTRACTOR OPERATIONS MANUAL (ACOM)

ACOM POLICY 100, MANUAL OVERVIEW

ACOM Policy 100 was revised to incorporate definitions that are used throughout the various ACOM and AMPM Policies. Language was also added to describe information found in both manuals.

ACOM POLICY 111, AHCCCS PHARMACY AND THERAPEUTICS COMMITTEE

ACOM Policy 111 was revised to update the AHCCCS Supplemental Rebate Vendor email address to PSWebteam@magellanhealth.com.

○ **ATTACHMENT A, NOTIFICATION TO WAIVE MEDICARE PART D CO-PAYMENT**

No changes.

ACOM POLICY 201, MEDICARE COST SHARING FOR MEMBERS COVERED BY MEDICARE AND MEDICAID

ACOM Policy 201 was revised to align with AHCCCS Complete Care (ACC) Contract integration changes (RFP YH19-0001). Clarification was also completed to address the Contractor's Medicare cost sharing responsibilities for Medicare Part D Copayments and Institutional Status Reporting.

○ **ATTACHMENT A, NOTIFICATION TO WAIVE MEDICARE PART D CO-PAYMENT**

Attachment A was revised for minor formatting updates.

POST TRIBAL CONSULTATION NOTIFICATION/PUBLIC COMMENT CHANGES:

ACOM Policy 201 was revised to further clarify original changes after being posted for Tribal Consultation Notification/Public Comment on September 25, 2019.

ACOM POLICY 325, ACCESS TO PROFESSIONAL SERVICES INITIATIVE AND RECONCILIATION

ACOM Policy 325 was revised to align with AHCCCS Complete Care (ACC) RFP YH19-0001 Contract integration changes. Policy now applies to RBHAs and DDD as of 10/01/18. *Policy has a retroactive date of 10/01/18.*

POST TRIBAL CONSULTATION NOTIFICATION/PUBLIC COMMENT CHANGES:

ACOM Policy 325 was revised to further clarify original changes after being posted for Tribal Consultation Notification/Public Comment on September 05, 2019.

- **ATTACHMENT A, ACCESS TO PROFESSIONAL SERVICES INITIATIVE RECONCILIATION EXAMPLE**

Attachment A was revised for minor formatting updates.

ACOM POLICY 408, SANCTIONS

ACOM Policy 408 was revised to update who is included in the Compliance Committee. A definition of 'Notice Of Concern' was added for clarification of the internal sanction/enforcement action process within the division.

POST TRIBAL CONSULTATION NOTIFICATION/PUBLIC COMMENT CHANGES:

ACOM Policy 408 was revised to further clarify original changes after being posted for Tribal Consultation Notification/Public Comment on September 05, 2019.

ACOM POLICY 423, FINANCIAL RESPONSIBILITY FOR COURT ORDERED TREATMENT FOR DUI/DOMESTIC VIOLENCE OR OTHER CRIMINAL OFFENSES

ACOM Policy 423 was revised to update proper Rule and Statute references throughout the Policy pertaining to DUI's, Domestic Violence Offender Treatment, and Court Ordered Treatment for Individuals Accused of Other Crimes. Policy was also revised to include DDD in the purpose statement to align with 10/01/19 DDD integration of behavioral health.

ACOM POLICY 444, NOTICE AND APPEAL REQUIREMENTS (SERIOUS MENTAL ILLNESS APPEALS)

ACOM Policy 444 was revised to include DDD in the purpose statement to align with 10/01/19 DDD integration of behavioral health.

- **ATTACHMENT A, AHCCCS NOTICE OF SMI GRIEVANCE AND APPEAL PROCEDURE**

Attachment A was revised to add DDD where applicable and minor formatting changes.

- **ATTACHMENT B, NOTICE OF LEGAL RIGHTS FOR PERSONS WITH SERIOUS MENTAL ILLNESS**

Attachment B was revised for minor formatting updates.

- **ATTACHMENT C, NOTICE OF DECISION AND RIGHT TO APPEAL (FOR INDIVIDUALS WITH AN SMI)**

Attachment C was revised for minor formatting updates.

- **ATTACHMENT D, NOTICE OF DISCRIMINATION PROHIBITED**

Attachment D was revised for minor formatting updates.

ACOM POLICY 446, GRIEVANCES AND INVESTIGATIONS CONCERNING PERSONS WITH SERIOUS MENTAL ILLNESS

ACOM Policy 446 was revised to add DDD and align with 10/01/19 DDD integration of behavioral health.

- **ATTACHMENT A, AHCCCS APPEAL OR SERIOUS MENTAL ILLNESS GRIEVANCE FORM**

Attachment A was revised for minor formatting updates.

APPROVED NOT YET EFFECTIVE

ACOM APPROVED NOT YET EFFECTIVE

PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE

ACOM POLICY 429, DIRECT CARE WORKER AND TESTING PROGRAM

See Revision Memo dated 10/01/19 for summary of changes.