

**DATE:** December 18, 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](mailto:DHCMContractsandPolicy@azahcccs.gov).*

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**UPDATES AND REVISIONS TO THE AHCCCS CONTRACTOR OPERATIONS MANUAL (ACOM)**

**AHCCCS CONTRACTOR OPERATIONS MANUAL (ACOM)**

**ACOM Policy 414,**

ACOM Policy 414, was revised for general formatting and to include the DDD integration of behavioral health. Policy revisions also include added CMS requirements for Notices of Adverse Benefit Determination (NOA) to be written in 'easily understood language' using the 'Flesch-Kincaid Scale' for measurement. This policy was further revised to include NOA Self-Monitoring Requirements.

○ **ATTACHMENT A, NOTICE OF ADVERSE BENEFIT DETERMINATION TEMPLATE**

Attachment A, is a new Attachment that was formerly 'Attachment A-2, Notice of Adverse Benefit Determination Involving Medications Template'. Applicable information found in both forms have been added to the new template.

○ **ATTACHMENT A-1, RESERVED**

Attachment A-1 formally 'Notice of Adverse Benefit Determination Not Involving Medications Template' is being reserved due to the content being duplicative. Applicable language has been added to the new Attachment A.

○ **ATTACHMENT A-2, RESERVED**

Attachment A-2 formally 'Notice of Adverse Benefit Determination Involving Medications Template' is being reserved due to the content being duplicative. Applicable language has been added to the new Attachment A.

○ **ATTACHMENT B, LEGAL SERVICES PROGRAM**

Attachment B was revised to update contact information for legal services throughout the state of Arizona.

Contractors must include this Attachment listing legal aid information with all NOA's.

○ **ATTACHMENT C, RESERVED**

Attachment C formerly Guide to Language in Notices of Adverse Benefit Determination has been Reserved. The Guide is now located on the within the Guide and Manual section of the AHCCCS Website.

○ **ATTACHMENT C, NOTICE OF EXTENSION TEMPLATE.**

Attachment C is now the Notice of Extension Template, formerly known as Attachment D, Notice of Extension Template.

○ **ATTACHMENT D, RESERVED**

There were no changes made to Attachment D. Attachment D is now Attachment C, Notice of Extension Template.

**POST TRIBAL CONSULTATION NOTIFICATION/PUBLIC COMMENT CHANGES:**

ACOM Policy 414 was revised to further clarify original changes after being posted for Tribal Consultation Notification/Public Comment on October 07, 2019.

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**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.