DATE: May 08, 2020  
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.

Information Regarding COVID-19
In response to Medicaid-related questions from providers and contractors arising from the COVID-19 pandemic, AHCCCS has developed a list of Frequently Asked Questions (FAQs) Regarding Coronavirus Disease 2019 (COVID-19) which is updated regularly. It is important to note that there are instances where the information presented in the COVID-19 FAQs does not align with provisions set forth by the AMPM. In these instances the FAQs take precedence and are controlling.

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

AHCCCS CONTRACTOR OPERATIONS MANUAL (ACOM)

None at this time.

APPROVED NOT YET EFFECTIVE

ACOM 103, FRAUD, WASTE, AND ABUSE

ACOM Policy 103 was revised to revise the requirement of the gathering of information on significant business transactions from annual submission to submission upon request by AHCCCS.

- **ATTACHMENT A, REPRESENTATIONS AND CERTIFICATIONS OF CONTRACTOR**
  
  No changes

- **ATTACHMENT A-1, DISCLOSURE INFORMATION: DISCLOSURE OF OWNERSHIP AND CONTROL**
  
  Attachment A-1 was revised to add clarification to Tab 3.b ‘Disclosure of Ownership for Business Transactions,’ that this is not required with the annual submission but upon request by AHCCCS.

- **ATTACHMENT B, CORPORATE COMPLIANCE WORK PLAN-SAMPLE**
  
  No changes
ATTACHMENT C, EXTERNAL AUDIT PLAN TEMPLATE

No changes

ACOM POLICY 432, BENEFIT COORDINATION AND FISCAL RESPONSIBILITY FOR BEHAVIORAL HEALTH SERVICES AND PHYSICAL HEALTH SERVICES

ACOM Policy 432 was revised to address the integration of behavioral health services into the DCS/CMDP Program effective October 1, 2020. In addition the Policy was revised to provide clarification on crisis responsibility and responsibility for payment of claims related to communication disorders.

ATTACHMENT A MATRIX OF FINANCIAL RESPONSIBILITY BY RESPONSIBLE PARTY

Attachment was revised to remove CMDP applicability/payment responsibility indicators; CMDP is an integrated line of business eff 10/1/20 so this Policy no longer applies to them.

PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE

ACOM POLICY 433, MEMBER IDENTIFICATION CARDS

See Revision Memo dated 04/01/19 for summary of changes.

ACOM POLICY 429, DIRECT CARE WORKER AND TESTING PROGRAM

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