

**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](mailto: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.

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

#### **AHCCCS CONTRACTOR OPERATIONS MANUAL (ACOM)**

None at this time.

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#### **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

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- **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.

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**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.