

**DATE:** July 01, 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)**

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

**[AHCCCS CONTRACTOR OPERATIONS MANUAL \(ACOM\)](#)**

#### **ACOM POLICY 304, PREMIUM TAX REPORTING**

ACOM Policy 304 was revised to update the definitions, the name of the Department of Insurance and Financial Institutions (DIFI). In addition, the policy was revised to update payments that are included for premium tax.

- **ATTACHMENT A, MATRIX OF MANAGED CARE PAYMENTS INCLUDED FOR PREMIUM TAX**

Attachment A was revised to update types of payments for premium taxes.

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**APPROVED NOT YET EFFECTIVE**

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

**AHCCCS CONTRACTOR OPERATIONS MANUAL (ACOM)**

**ACOM POLICY 415, PROVIDER NETWORK DEVELOPMENT AND MANAGEMENT PLAN; PERIODIC NETWORK REPORTING REQUIREMENTS**

ACOM Policy 415 was revised to address the annual October 1, 2020 changes and to address the integration of behavioral health services into the DCS/CMDP Program effective October 1, 2020 (RFP #BPM001873). In addition, the Code of Federal Regulation (CFR) citations were include to identify KidsCare – Arizona’s Children’s Health Insurance Program (CHIP) and new summary reporting requirements for DDD’s HCBS Service Delivery Standard Report were added. *Implementation Date 10/01/2020.*

○ **ATTACHMENT A, NETWORK ATTESTATION STATEMENT**

No changes.

○ **ATTACHMENT B, NETWORK DEVELOPMENT AND MANAGEMENT PLAN CHECKLIST**

Attachment B was updated to address annual October 1, 2020 changes.

○ **ATTACHMENT C, ALTCS E/PD CONTRACTOR SUPPLEMENT**

No changes.

○ **ATTACHMENT D, PROVIDER CHANGES DUE TO RATES REPORT**

No changes.

○ **ACOM POLICY 415, ATTACHMENT E, HOME COMMUNITY BASED SERVICE DELIVERY STANDARD REPORT**

No changes.

○ **ACOM POLICY 415, ATTACHMENT F, DME SERVICE DELIVERY REPORTING**

Attachment F was removed from ACOM Policy 415 and has moved to AMPM Policy 310-P.

○ **ACOM POLICY 415, ATTACHMENT G, FACILITY AND MEMBER PLACEMENT REPORT**

Attachment G, Facility and Member Placement Report is a new reporting template that Contractors shall submit quarterly, 15 days after the end of each quarter. Outlining Facility

Specializations, Inventory Reporting, and Therapeutic Foster Care.

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

Attachment G, was revised to further clarify original requests after being posted for Tribal Consultation Notification/Public Comment on April 28, 2020.

**ACOM POLICY 416, PROVIDER INFORMATION**

ACOM Policy 416 was revised to address the integration of behavioral health services into the DCS/CMDP Program effective October 1, 2020 (RFP #BPM001873). Definitions were updated to align with Contract. Clarification was added regarding requirements for Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Services specifically, the screening process. Language was also clarified regarding the process for changing demographics. A requirement was added for the AHCCCS Provider Enrollment Portal and how to access it.

*Implementation Date 10/01/2020.*

**ACOM POLICY 417, APPOINTMENT AVAILABILITY, TRANSPORTATION TIMELINESS, MONITORING, AND REPORTING**

ACOM Policy 417 title was changed to include Transportation Timeliness. Language was added to address the standards for non-emergent transportation and members arriving on time for appointments. In addition, requirements were added to include Contractor evaluations for compliance to the standards. The policy was also revised to address the integration of behavioral health services into the DCS/CMDP Program effective October 1, 2020 (RFP #BPM001873). *Implementation Date 10/01/2020.*

○ **ATTACHMENT A, APPOINTMENT AVAILABILITY AND TRANSPORTATION TIMELINESS REVIEW**

Attachment A, was updated to include instructions for completing the Transportation Timeliness Report and a new tab was added for reporting the Transportation Timeliness.

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

ACOM Policy 417, Attachment A, was revised to further clarify original requests after being posted for Tribal Consultation Notification/Public Comment on April 23, 2020.

**PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE**

**ACOM POLICY 103, FRAUD, WASTE, AND ABUSE**

Refer to Revision Memo dated 05/08/20 for summary of changes.  
*Implementation Date 10/01/2020.*

**ACOM POLICY 404, CONTRACTOR WEBSITE AND MEMBER INFORMATION**

Refer to Revision Memo dated 05/26/20 for summary of changes.  
*Implementation Date 10/01/2020.*

**ACOM POLICY 406, MEMBER HANDBOOK AND PROVIDER DIRECTORY**

Refer to Revision Memo dated 06/03/20 for summary of changes.  
*Implementation Date 10/01/2020.*

**ACOM POLICY 429, DIRECT CARE WORKER AND TESTING PROGRAM**

Refer to Revision Memo dated 10/01/19 for summary of changes.  
*Implementation Date 10/01/2020.*

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

Refer to Revision Memo dated 05/08/20 for summary of changes.  
*Implementation Date 10/01/2020.*

**ACOM POLICY 433, MEMBER IDENTIFICATION CARDS**

Refer to Revision Memo dated 04/01/20 for summary of changes.  
*Implementation Date 10/01/2020.*

**ACOM POLICY 436, NETWORK STANDARDS**

Refer to Revision Memo dated 05/26/20 for summary of changes.  
*Implementation Date 10/01/2020.*