

DATE: July 09, 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 ACOM. In these instances the FAQs take precedence and are controlling.

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 \(ACOM\)](#)

None at this time.

APPROVED NOT YET EFFECTIVE

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

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

Pursuant to Laws 2019, 1st Regular Session, Chapter 305, behavioral health services for children in DCS custody were anticipated to transition from the RBHA Contractors to DCS/ CMDP effective October 1, 2020. However, this implementation has been delayed. Revisions that have already been completed for ACOM and AMPM Policies and Attachment(s), related to this anticipated integration [**listed in document provided below**], will remain in the impacted policies but will not be applicable until such time that CMDP behavioral health service integration is implemented. Revisions unrelated to the integration of behavioral health services for CMDP members; will continue to be effective October 1, 2020.

https://www.azahcccs.gov/shared/Downloads/ACOM/NotEffective/Policies_CMDP_Integration_Changes_To_Publish.pdf

ACOM POLICY 317, CHANGE IN CONTRACTOR ORGANIZATIONAL STRUCTURE

ACOM Policy 317 was revised to include a requirement to provide a copy of agreements being entered into prior to the effective date. Also to ensure performance bonds are in place to mitigate risk. *Implementation Date 10/01/20.*

ACOM POLICY 438, ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION

ACOM Policy 438 was revised to address integration of behavioral health services into the DCS/CMDP Program effective October 1, 2020 (RFP #BPM001873). Clarification was provided regarding the Corrective Action Plan (CAP) requirements. *Implementation Date 10/01/20.*

○ **ATTACHMENT A, ADMINISTRATIVE SERVICES SUBCONTRACT CHECKLIST**

Attachment A was revised to update requirements including specific duties of the subcontractor relating to coordination of care for all members. A requirement was also added that the subcontractor shall not arbitrarily deny or reduce the amount, duration, or scope of a required service solely because of the diagnosis, type of illness, or condition of the member, and a provision that requires the subcontractor to assist members in understanding their right to file grievances and appeals in conformance with all AHCCCS Grievance and Appeal System and member rights policies. *Implementation Date 10/01/20.*

○ **ATTACHMENT B, ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION REPORT TEMPLATE**

Attachment B was revised to add a column to identify if a Corrective Action Plan has been issues and to provide a separate summary regarding the status of a Corrective Action Plan (CAP) in a separate summary. *Implementation Date 10/01/20.*

ACOM POLICY 449, BEHAVIORAL HEALTH SERVICES FOR CHILDREN IN DEPARTMENT OF CHILD SAFETY CUSTODY AND ADOPTED CHILDREN

ACOM Policy 449 was revised to address integration of behavioral health services into the DCS/CMDP Program effective October 1, 2020 (RFP #BPM001873). *Implementation Date 10/01/20.*

○ **ATTACHMENT A, DEPARTMENT OF CHILD SAFETY AND ADOPTED CHILDREN SERVICES REPORTING: ACCESS TO SERVICES**

No changes.

○ **ATTACHMENT B, DEPARTMENT OF CHILD SAFETY AND ADOPTED CHILDREN SERVICES REPORTING: CALLS AND EMAILS AND RAPID RESPONSE RECONCILIATION**

No changes.

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

Refer to Revision Memo dated 07/01/20 for summary of changes.
Implementation Date 10/01/2020.

ACOM POLICY 416, PROVIDER INFORMATION

Refer to Revision Memo dated 07/01/20 for summary of changes.
Implementation Date 10/01/2020.

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

Refer to Revision Memo dated 07/01/20 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.