

DATE: August 03, 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 \(ACOM\)](#)

ACOM POLICY 327, PEDIATRIC SERVICES INITIATIVE

ACOM Policy 327 was revised to align with the methodology as approved by Centers for Medicare and Medicaid Services (CMS). Retroactive Effective Date to 10/01/19.

- **ATTACHMENT A, RESERVED**

Attachment A, previously titled “Pediatric Services Initiative (PSI) Reconciliation Example” is being reserved as it is no longer utilized.

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 110, MENTAL HEALTH PARITY

ACOM Policy 110, was revised to address integration of behavioral health services into the DCS/CMDP Program effective October 1, 2020. In addition, the Standard Parity Requirements and Event Warranting a Parity Analysis and Contractor Specific Requirements were updated for clarity based on suggestions found from the Mercer Review. *Implementation Date 10/01/2020.*

○ **ATTACHMENT A, AZ PARITY SUMMARY BENEFIT PACKAGE MAPPING**

Attachment A formally Benefit Package Mapping was replaced with AZ Parity Summary Benefit Package Mapping to provide clarity. *Implementation Date 10/01/2020.*

○ **ATTACHMENT B, MENTAL HEALTH PARITY ATTESTATION**

Attachment B has been revised to adjust date entry and year acknowledgement to the Certification Statement. *Implementation Date 10/01/2020.*

○ **ATTACHMENT C, MENTAL HEALTH PARITY ANALYSIS SUMMARY**

No changes *Implementation Date 10/01/2020.*

ACOM POLICY 447, EMPLOYMENT

ACOM Policy 447 was revised to address annual October 1, 2020 changes and the integration of behavioral health services into the DCS/CMDP Program effective October 1, 2020. In addition, ACOM Policy 447 was revised for the removal of the 7% increase in referrals to Rehabilitation Services Administration/Vocational Rehabilitation (RSA/VR) and the Interagency Service Agreement (ISA) Membership Plan for the RBHA Contractors and replacing with a new reporting requirement. The new reporting requirement will also be applicable to the ACC Contractors. *Implementation Date 10/01/2020.*

- **ATTACHMENT A, RESERVED**

Implementation Date 10/01/2020.

- **ATTACHMENT B, RESERVED**

Implementation Date 10/01/2020.

- **ATTACHMENT C, PSYCHIATRIC REHABILITATION PROGRESS REPORT SPECIFICATIONS FOR RBHA AND ACC CONTRACTORS**

Attachment C is a new attachment merging pertinent information previously found in Reserved Attachments A and B. The new employee orientation reporting requirement was removed and new reporting requirements for the workforce competencies of *AMPM Policy 310-B and AHCCCS Behavioral Health Services Matrix* and *RSA/VR* were added. *Implementation Date 10/01/2020.*

POST TRIBAL CONSULTATION NOTIFICATION/PUBLIC COMMENT CHANGES:

After being posted for Tribal Consultation Notification/Public Comment on May 18, 2020, ACOM Policy 447, was revised to further clarify employment supports for members with Serious Mental illness and that the employment philosophy shall apply to subcontractors.

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 317, CHANGE IN CONTRACTOR ORGANIZATIONAL STRUCTURE

Refer to Revision Memo dated 07/09/20 for summary of changes.
Implementation Date 10/01/20.

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.

ACOM POLICY 438, ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION

Refer to Revision Memo dated 07/09/20 for summary of changes.
Implementation Date 10/01/20.

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

Refer to Revision Memo dated 07/09/20 for summary of changes.
Implementation Date 10/01/20.