

DATE: September 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.

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 \(ACOM\)](#)

The Contract and Policy Unit will begin transitioning the Policies from the *Approved Not Yet Effective* section of the ACOM webpage to the ACOM final publishing section. Some Policies may have additional changes since the date they were first posted to the Approved Not Yet Effective section. In the event additional changes were made, those revisions are indicated below with each Policy. The transitioned policies have a 10/01/20 effective date.

ACOM POLICY 307, ALTERNATIVE PAYMENT MODEL INITIATIVE – STRATEGIES AND PERFORMANCE-BASED PAYMENTS INCENTIVE

ACOM Policy 307 was revised for minor formatting and clarification updates.

- **ATTACHMENT A, LEARNING ACTION NETWORK – ALTERNATIVE PAYMENT MODEL FRAMEWORK STRATEGIES**

No changes.

- **ATTACHMENT B, ALTERNATIVE PAYMENT MODEL STRATEGIES AND PERFORMANCE-BASED PAYMENTS INCENTIVE CERTIFICATION CYE 18**

Attachment B submissions will include three years of Attachment Bs going forward utilizing the previous three Contract Year End dates. No other changes.

○ **ATTACHMENT B, ALTERNATIVE PAYMENT MODEL STRATEGIES AND PERFORMANCE-BASED PAYMENTS INCENTIVE CERTIFICATION CYE 19**

Attachment B submissions will include three years of Attachment Bs going forward utilizing the previous three Contract Year End dates. No other changes.

○ **ATTACHMENT B, ALTERNATIVE PAYMENT MODEL STRATEGIES AND PERFORMANCE-BASED PAYMENTS INCENTIVE CERTIFICATION CYE 20**

Attachment B for CYE 20 was updated to align with contractual requirements effective 10/01/19. Submissions will include three years of Attachment Bs going forward utilizing the previous three Contract Year End dates.

ACOM POLICY 323, RBHA TITLE XIX/XXI RECONCILIATION AND NON-TITLE XIX/XXI PROFIT LIMIT

ACOM Policy 323 was revised to reflect changes in how Pharmacy Benefit Manager (PBM) expenses can be categorized for purposes of calculating the risk corridor and to provide guidance in reporting PBM spread pricing and administrative expenses. Additionally, all prior references to APSI CYE 20 have been removed.

○ **ATTACHMENT A, MARICOPA COUNTY AND GREATER ARIZONA CONTRACTOR TITLE XIX/XXI RECONCILIATION EXAMPLE CYE 16**

No changes.

○ **ATTACHMENT B, MARICOPA COUNTY CONTRACTOR TITLE XIX/XXI RECONCILIATION EXAMPLE CYE 17**

No changes.

○ **ATTACHMENT C, GREATER ARIZONA CONTRACTOR TITLE XIX/XXI RECONCILIATION EXAMPLE CYE 17**

No changes.

○ **ATTACHMENT D, MARICOPA COUNTY AND GREATER ARIZONA CONTRACTORS TITLE XIX/XXI RECONCILIATION EXAMPLE CYE 18**

No changes.

○ **ATTACHMENT E, MARICOPA COUNTY AND GREATER ARIZONA CONTRACTORS TITLE XIX/XXI RECONCILIATION EXAMPLE CYE XX**

No changes.

- **ATTACHMENT F, NON-TITLE XIX/XXI PROFIT LIMIT EXAMPLE CYE XX**

No changes.

- **ATTACHMENT G, MARICOPA COUNTY AND GREATER ARIZONA CONTRACTORS TITLE XIX/XXI RECONCILIATION EXAMPLE CYE XX**

Attachment G is a New Attachment that was created to reflect the necessary PBM changes made to the Title XIX/ XXI reconciliation.

ACOM POLICY 407, WORKFORCE DEVELOPMENT

ACOM Policy 407 was revised to address annual October 1, 2020 changes and the integration of behavioral health services into the DCS/CMDP Program effective April 1, 2021. In addition, the policy was reworded for general flow, definitions were added to clarify their meaning, and requirements for establishing and maintaining a Workforce Development Operation and the Network Workforce Development Plan were clarified. In addition, a requirement was added as required by the Report of the Abuse & Neglect Prevention Task Force to Governor Douglas A. Ducey (November 1, 2019). *Effective Date 10/01/20.*

- **ATTACHMENT A, WORKFORCE DEVELOPMENT OPERATION CHECKLIST**

Attachment A is a new attachment that outlines the minimum requirements and information that Contractors shall incorporate into the Contractors' Network Workforce Development Plan. *Effective Date 10/01/20.*

POST TRIBAL CONSULTATION NOTIFICATION/PUBLIC COMMENT CHANGES:

After being posted for Tribal Consultation Notification/Public Comment on June 19, 2020, ACOM Policy 407 was further revised to update and clarify the definition of Workforce Development Alliance.

APPROVED NOT YET EFFECTIVE

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

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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. 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 will be implemented April 01, 2021. 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

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 10/01/20.

ACOM POLICY 110, MENTAL HEALTH PARITY

Refer to Revision Memo dated 08/03/20 for summary of changes.
Implementation Date 10/01/20.

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 10/01/20.

ACOM POLICY 406, MEMBER HANDBOOK AND PROVIDER DIRECTORY

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

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 10/01/20.

ACOM POLICY 416, PROVIDER INFORMATION

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

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

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

ACOM POLICY 429, DIRECT CARE WORKER AND TESTING PROGRAM

Refer to Revision Memo dated 10/01/19 for summary of changes.
Implementation Date 10/01/20.

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 original changes and Revision Memo dated 08/14/20 for updated changes. *Implementation Date 10/01/20.*

ACOM POLICY 433, MEMBER IDENTIFICATION CARDS

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

ACOM POLICY 436, NETWORK STANDARDS

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

ACOM POLICY 438, ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION

Refer to Revision Memo dated 07/09/20 for summary of original changes and Revision Memo dated 08/14/20 for updated changes. *Implementation Date 10/01/20.*

ACOM POLICY 447, EMPLOYMENT

Refer to Revision Memo dated 08/03/20 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.