

DATE: September 16, 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.

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 the anticipated implemented will be April 01, 2021. All the 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 103, FRAUD, WASTE, AND ABUSE

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

ACOM POLICY 110, MENTAL HEALTH PARITY

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

ACOM POLICY 311, ACC PROGRAM TIERED RECONCILIATION

ACOM Policy 311 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, prior references to APSI starting with CYE 20 have been removed. *Policy has a retroactive effective date of 10/01/19.*

- **ATTACHMENT A, ACC PROGRAM TIERED RECONCILIATION EXAMPLE**

Attachment A to revised to reflect Pharmacy Benefit Manager Component calculations.
Attachment A has a retroactive effective date of 10/01/19.

ACOM POLICY 317, CHANGE IN CONTRACTOR ORGANIZATIONAL STRUCTURE

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

ACOM POLICY 330, ACCESS TO PROFESSIONAL SERVICES INITIATIVE

ACOM Policy 330 was revised to align with methodology change as approved by Centers for Medicare and Medicaid Services. *Policy has a retroactive effective date of 10/01/19.*

- **ATTACHMENT A, ACCESS TO PROFESSIONAL SERVICES INITIATIVE EXAMPLE OF FINAL PAYMENT CALCULATION**

Attachment A to revised to remove references to quarterly payments. *Attachment A has a retroactive effective date of 10/01/19.*

ACOM POLICY 404, CONTRACTOR WEBSITE AND MEMBER INFORMATION

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

ACOM POLICY 406, MEMBER HANDBOOK AND PROVIDER DIRECTORY

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

ACOM POLICY 407, WORKFORCE DEVELOPMENT

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

ACOM POLICY 416, PROVIDER INFORMATION

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

ACOM POLICY 433, MEMBER IDENTIFICATION CARDS

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

ACOM POLICY 436, NETWORK STANDARDS

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

ACOM POLICY 447, EMPLOYMENT

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

APPROVED NOT YET EFFECTIVE

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PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE

ACOM POLICY 429, DIRECT CARE WORKER TRAINING AND TESTING PROGRAM

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