

**DATE:** November 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](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 ACOM. 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 \(ACOM\)](#)

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

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**ACOM POLICY 306, ALTERNATIVE PAYMENT MODEL INITIATIVE – WITHHOLD AND QUALITY MEASURE PERFORMANCE INCENTIVE**

ACOM Policy 306 was revised to update the calculation of performance measures and the impact of non-reportable performance measures. Language was added to account for situations where the performance measures experience invalid data and/or outcomes that are not representative of actual contractor performance.

*Policy has a retro effective date of 10/01/19.*

- **ATTACHMENT A, ALTERNATIVE PAYMENT MODEL QUALITY MANAGEMENT PERFORMANCE MEASURE STANDARDS**

Attachment A was revised to update performance measures.

*Attachment A has a retro effective date of 10/01/19.*

- **ATTACHMENT B, ALTERNATIVE PAYMENT MODEL QUALITY PERFORMANCE MEASURE SCORES**

Attachment B was revised to align with changes made to schedule due to new and revised performance measures.

*Attachment B has a retro effective date of 10/01/19.*

- **ATTACHMENT C, FEDERAL LIMIT TEST**

Attachment C was revised to align with changes made to schedule due to new and revised performance measures.

*Attachment C has a retro effective date of 10/01/19.*

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

ACOM Policy 306 was revised to further clarify original changes after being posted for Tribal Consultation Notification/Public Comment on 10/01/20.

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**UPDATES AND REVISIONS TO THE AHCCCS CONTRACTOR OPERATIONS MANUAL (ACOM)****[AHCCCS CONTRACTOR OPERATIONS MANUAL \(ACOM\)](#)****APPROVED NOT YET EFFECTIVE**

**ACOM POLICY 413, RESERVED**

Effective January 1, 2021, AHCCCS implemented the AHCCCS EVV visit verification program pursuant to Section 1903 of the Social Security Act (42 U.S.C. 1396b), also known as the 21st Century Cures Act. Under AHCCCS EVV, the policy, recording and reporting requirements previously identified in ACOM Policy 413, Gap in Critical Services, have been eliminated and replaced by the requirements of the AHCCCS EVV program. For details on the AHCCCS EVV program and its requirements, refer to the upcoming AMPM Policy 540, Electronic Visit Verification.

*Policy has an implementation date of 01/01/21.*

- **ATTACHMENT A, RESERVED**

Attachment A, formerly titled “Gap in Critical Services Log and Authorized Critical Hours Log Form Instructions” is being reserved as pertinent information has been incorporated in the upcoming AMPM Policy 540, Electronic Visit Verification.

*Attachment A has an implementation date of 01/01/21.*

- **ATTACHMENT A-1 & A-2 RESERVED**

Attachment A-1 & A-2, formerly titled “Gap in Critical Service Log and Authorized Critical Hours Log Form” is being reserved as pertinent information has been incorporated in the upcoming AMPM Policy 540, Electronic Visit Verification.

*Attachment A has an implementation date of 01/01/21.*

- **ATTACHMENT B, RESERVED**

Attachment B, formerly titled “Telephone Survey Instructions and Template” is being reserved as pertinent information has been incorporated in the upcoming AMPM Policy 540, Electronic Visit Verification.

*Attachment A has an implementation date of 01/01/21.*

**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 Date Pending.*