

DATE: March 02, 2021
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 CMS-approved flexibilities and COVID-19 FAQs does not align with provisions set forth by the AHCCCS Contractor Operations Manual (ACOM). In these instances the CMS-approved flexibilities and 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 \(ACOM\)](#)

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

UPDATES AND REVISIONS TO THE AHCCCS CONTRACTOR OPERATIONS MANUAL (ACOM)**[AHCCCS CONTRACTOR OPERATIONS MANUAL \(ACOM\)](#)****ACOM POLICY 446 - GRIEVANCES AND INVESTIGATIONS CONCERNING PERSONS WITH SERIOUS MENTAL ILLNESS**

ACOM Policy 446 was revised for general formatting updates and the definition of Appeal was made to be specific to this Policy.

- **ATTACHMENT A – AHCCCS APPEAL OR SERIOUS MENTAL ILLNESS GRIEVANCE FORM**

Attachment A was revised for general formatting updates.

APPROVED NOT YET EFFECTIVE**[AHCCCS CONTRACTOR OPERATIONS MANUAL \(ACOM\)](#)****ACOM POLICY 320 - RESERVED**

ACOM Policy 320 is being reserved upon 10/01/21 as the Health Insurance Provider Fee has been repealed under H.R. 1865, also known as the Further Consolidated Appropriations Act 2020. *Implementation Date 10/01/21.*

- **ATTACHMENT A – RESERVED**

Attachment A is being reserved upon 10/01/21 as the Health Insurance Provider Fee has been repealed under H.R. 1865, also known as the Further Consolidated Appropriations Act 2020. *Implementation Date 10/01/21.*

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.