

**DATE:** May 03, 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](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 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.

### [NAME CHANGE](#)

Effective April 1, 2021 Comprehensive Medical and Dental Program (CMDP) will be changing to Comprehensive Health Plan (CHP). AHCCCS is in the process of revising all pertinent documents to reflect the new name.

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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 \(ACOM\)](#)

### [ACOM POLICY 301 CYE 18 – RESERVED](#)

ACOM Policy 301 CYE 18, ALTCS E/PD Program Prospective Reconciliation is being reserved. Policy was applicable for contract year 2018 only and is no longer needed.

- [ATTACHMENT A – RESERVED](#)

Attachment A is being reserved. Attachment was applicable for contract year 2018 only and is no longer needed.

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**ACOM POLICY 302 CYE 14 THROUGH 18 – RESERVED**

ACOM Policy 302 CYE 14 through 18, Prior Period Coverage Reconciliation: Acute Care and CMDP Contractors is being reserved. Policy was applicable for contract years 2014 through 2018 only and is no longer needed.

- **ATTACHMENTS A – RESERVED**

Attachment A is being reserved. Attachment was applicable for contract years 2014 through 2018 only and is no longer needed.

**ACOM POLICY 302A CYE 11 THROUGH 18 – RESERVED**

ACOM Policy 302A CYE 11 through 18, Prior Period Coverage Reconciliation: ALTCS E/PD Contractors is being reserved. Policy was applicable for contract years 2011 through 2018 only and it is no longer needed.

- **ATTACHMENTS A AND B – RESERVED**

Attachments A and B are also being reserved. Attachments were applicable for contract years 2011 through 2018 only and are no longer needed.

**ACOM POLICY 312 CYE 14 THROUGH 18 – RESERVED**

ACOM Policy 312 CYE 14 through 18, Children’s Rehabilitative Services Program Tiered Reconciliation is being reserved. Policy was applicable for contract years 2014 through 2018 only and is no longer needed.

- **ATTACHMENTS A – RESERVED**

Attachment A is also being reserved. Attachment was applicable for contract years 2014 through 2018 only and is no longer needed.

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**APPROVED NOT YET EFFECTIVE**

**AHCCCS CONTRACTOR OPERATIONS MANUAL (ACOM)**

**ACOM POLICY 101 – MARKETING**

ACOM Policy 101 was revised to address annual October 1, 2021 changes. Language was added to clarify submission requirements for advertisements in publications and health education materials developed by approved organizations in ACOM Policy 404, Attachment A. Added job fairs as a Pre-Approved Event that are related to Workforce Development Plan strategies as specified in Contract and ACOM Policy 407. Minor language updates were made for clarity, flow, and removal of duplicative wording. *Implementation Date 10/01/21.*

- **ATTACHMENT A – MARKETING ATTESTATION STATEMENT**

Attachment A was revised to add the Code of Federal Regulations (CFR) citation for the Children’s Health Insurance Program (CHIP) and to add the word ‘additionally’ for clarification. *Implementation Date 10/01/21.*

- **ATTACHMENT B – MARKETING ACTIVITIES REPORT**

Attachment B was revised to clarify the instructions for completing the Marketing Activities Report. *Implementation Date 10/01/21.*

**ACOM POLICY 401 – CHANGE OF CONTRACTOR: AHCCCS COMPLETE CARE CONTRACTORS**

ACOM Policy 401 was revised to address annual October 1, 2021 changes. Added the Code of Federal Regulations (CFR) that supports the initial and annual open enrollment periods. Updated the contact number for the AHCCCS enrollment telephone lines. *Implementation Date 10/01/21.*

- **ATTACHMENT A – AHCCCS COMPLETE CARE CHANGE OF CONTRACTOR FORM**

Attachment A was revised for minor formatting changes. *Implementation Date 10/01/21.*

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**ACOM POLICY 433 – MEMBER IDENTIFICATION CARDS**

ACOM Policy 433 was revised to address annual October 1, 2021 changes. The Comprehensive Health Plan (CHP) contracting structure has changed and CHP is no longer producing ID Cards; their Subcontracted Health Plan will produce the ID Cards. Language was added to clarify that ID Cards shall not include any information that identifies a member requiring additional health care support e.g. Serious Mental Illness (SMI) designation. *Implementation Date 10/01/21.*

- **ATTACHMENT A – TABLE OF REQUIREMENTS**

Attachment A was updated to include CHP's subcontracted plans shall create ID Cards. CHP however, will continue to review all ID Cards. *Implementation Date 10/01/21.*

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**PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE****ACOM POLICY 320 - RESERVED**

Refer to Revision Memo dated 03/02/21 for summary of changes.  
*Implementation Date 10/01/21.*

**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.*