

DATE: June 01, 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.

[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.

[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 321 – PAYMENT REFORM E-PRESCRIBING

ACOM Policy 321 was revised to align with changes to methodology for E-Prescribing, including an increase to Goal (Percentage of Original Prescriptions Generated as E-Prescriptions). Policy has a retroactive effective date of 10/01/20.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES:

After being posted for Tribal Consultation Notification and Public Comment on 04/21/21, ACOM Policy 321 was revised further to add additional language regarding Public Health Emergency (PHE) flexibilities.

ACOM POLICY 440 – MANAGED CARE EXPIRATION OR TERMINATION OF CONTRACT

ACOM Policy 440 was revised to address the name change for Comprehensive Medical and Dental Program (CMDP) to Comprehensive Health Plan (CHP) effective April 1, 2021 due to CHP behavioral health integration. Refer to Laws 2019, 1st Regular Session. In addition, the Policy was revised to add language to the General Contractor Responsibilities section to align with Contract.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES:

After being posted for Tribal Consultation Notification and Public Comment on 04/30/21, ACOM Policy 440 was revised further to add additional language to align the General Contractor Responsibilities section with the Contract.

ACOM POLICY 434 – COORDINATION OF BENEFITS AND THIRD PARTY LIABILITY:

ACOM Policy 434 has been revised to address annual October 1, 2021 changes and to apply the name change for CMDP from Comprehensive Medical and Dental Program to Comprehensive Health Plan (CHP) effective April 1, 2021 due to CHP behavioral health integration. Refer to Laws 2019, 1st Regular Session. The Policy was also revised to clarify existing requirements for Contractors regarding their obligation to review medical necessity and coverage of a requested service. In addition, rearranged slightly for better flow and transitioned information pertaining to coding to the Medical Coding Resources page on the AHCCCS website.

- **ATTACHMENT A – AHCCCS NOTIFICATION TO WAIVE MEDICARE PART D COPAYMENT**

No changes.

- **ATTACHMENT B – AHCCCS NOTIFICATION TO WAIVE MEDICARE PART D COPAYMENT - RESERVED**

Attachment B is being Reserved and has moved to the Medical Coding Resources Webpage on the AHCCCS Website at:

<https://www.azahcccs.gov/PlansProviders/MedicalCodingResources.html>

APPROVED NOT YET EFFECTIVE

AHCCCS CONTRACTOR OPERATIONS MANUAL (ACOM)

ACOM POLICY 201 – MEDICARE COST SHARING FOR MEMBERS COVERED BY MEDICARE AND MEDICAID

ACOM Policy 201 was revised to move the language on the payment of Part D prescription drug benefit medications with Non-Title XIX/XXI funds for behavioral health drugs for individuals designated as SMI to AMPM Policy 320-T2 and to include a statement referencing AMPM Policy 320-T2 for this information. Policy was also revised to include a Section regarding Creditable Coverage.

Implementation Date 10/01/21.

- **ATTACHMENT A – AHCCCS NOTIFICATION TO WAIVE MEDICARE PART D COPAYMENT**

No changes.

Implementation Date 10/01/21.

PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE

ACOM POLICY 101 – MARKETING

Refer to Revision Memo dated 05/03/21 for summary of changes.

Implementation Date 10/01/21.

ACOM POLICY 106 - CERTIFICATION OF MEDICARE ADVANTAGE ORGANIZATIONS SERVING DUAL ELIGIBLE MEMBERS

Refer to Revision Memo dated 05/18/21 for summary of changes.

Implementation Date 10/1/21.

ACOM POLICY 107 – STATE-CONTRACTED MEDICARE ADVANTAGE ORGANIZATION DUAL ELIGIBLE SPECIAL NEEDS PLANS

Refer to Revision Memo dated 05/18/21 for summary of changes.

Implementation Date 10/1/21.

ACOM POLICY 320 - RESERVED

Refer to Revision Memo dated 03/02/21 for summary of changes.

Implementation Date 10/01/21.

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

Refer to Revision Memo dated 05/03/21 for summary of changes.
Implementation Date 10/01/21.

ACOM POLICY 412 – CLAIMS RECOUPMENTS AND REFUNDS

Refer to Revision Memo dated 05/18/21 for summary of changes.
Implementation Date 10/1/21.

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

Refer to Revision Memo dated 05/18/21 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.

ACOM POLICY 433 – MEMBER IDENTIFICATION CARDS

Refer to Revision Memo dated 05/03/21 for summary of changes.
Implementation Date 10/01/21.

ACOM POLICY 439 – MATERIAL CHANGES: PROVIDER NETWORK AND BUSINESS OPERATIONS

Refer to Revision Memo dated 05/18/21 for summary of changes.
Implementation Date 10/1/21.