DATE: June 17, 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) due to Behavioral health integration. Refer to Laws 2019, 1st Regular Session. 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)

None at this time.
APPROVED NOT YET EFFECTIVE

AHCCCS CONTRACTOR OPERATIONS MANUAL (ACOM)

ACOM POLICY 449 – BEHAVIORAL HEALTH SERVICES FOR CHILDREN IN DEPARTMENT OF CHILD SAFETY CUSTODY AND ADOPTED CHILDREN

ACOM Policy 449 was revised to address the name change for Comprehensive Medical and Dental Program (CMDP) to Comprehensive Health Plan (CHP) and to align with annual Contract requirements.

Implementation Date 10/01/21.

- **ATTACHMENT A – DCS AND ADOPTED CHILDREN SERVICES REPORTING: ACCESS TO SERVICES**

  No changes.

  Implementation Date 10/01/21.

- **ATTACHMENT B – DCS AND ADOPTED CHILDREN SERVICES REPORTING: CALLS AND EMAILS AND RAPID RESPONSE RECONCILIATION**

  Attachment B has been updated from a monthly deliverable to a quarterly deliverable. The “Placement Type” tab has been expanded and re-named as “Caregiver Type”.

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

Refer to Revision Memo dated 06/01/21 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 RECOUPLMENTS 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.