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**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](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) due to Behavioral health integration. Refer to Laws 2019, 1<sup>st</sup> Regular Session. 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 \(ACOM\)](#)

None at this time.

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**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.*

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**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 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.*

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**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.*