

DATE: July 15, 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 \(ACOM\)](#)

[ACOM POLICY 103 – FRAUD, WASTE, AND ABUSE](#)

ACOM Policy 103 was revised to apply 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. Language was added to clarify that Subcontractors cannot recoup program funds and included references to the AHCCCS Minimum Subcontract Provisions. Changes relating to Fraud, Waste, and Abuse will be made in the Minimum Subcontract Provisions for October 1, 2021.

- **ATTACHMENT A – REPRESENTATIONS AND CERTIFICATIONS OF CONTRACTOR**

No changes.

- **ATTACHMENT A-1 – DISCLOSURE INFORMATION: DISCLOSURE OF OWNERSHIP AND CONTROL**

No changes.

- **ATTACHMENT B – CORPORATE COMPLIANCE WORK PLAN-SAMPLE**

No changes.

- **ATTACHMENT C – EXTERNAL AUDIT PLAN TEMPLATE**

No changes.

ACOM POLICY 305 – PERFORMANCE BOND AND EQUITY PER MEMBER REQUIREMENTS

ACOM Policy 305 was revised to include language regarding self-monitoring and clarified the 30 day timeline requirements for compliance and any needed changes related to contingent liabilities.

Retroactive Effective Date of 07/01/21.

- **ATTACHMENT A – PERFORMANCE BOND ANNUAL ATTESTATION STATEMENT**

No changes.

- **ATTACHMENT B – PERFORMANCE BOND FORM**

Attachment B was revised to add language in the Conditions section to protect claim rights for AHCCCS.

Retroactive Effective Date of 07/01/21.

- **ATTACHMENT C – INSTRUCTIONS FOR WIRE/ACH TRANSFERS OF FUNDS TO AHCCCS VIA ARIZONA STATE TREASURER**

No changes.

ACOM POLICY 307– ALTERNATIVE PAYMENT MODEL INITIATIVE – STRATEGIES AND PERFORMANCE-BASED PAYMENTS INCENTIVE

ACOM Policy 307 was revised to apply 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. Clarification for intent language was added for tying a percent of Performance Based Payment to Centers for Medicare and Medicaid (CMS) Coreset Performance Measures (PMs), ACOM Policy 306 PMs, and Targeted Investment Providers. Additional new reporting requirements to align with contract language and found in Attachments B.1, C, and D. Updates were also made to the LAN-APM requirements for CYE21 and Future year (Cye22 and CYE23) anticipated requirements. Added new definitions to provide further clarification. Sanction amounts were updated for RBHA, DDD, and CMDP.

Retroactive Effective Date of 10/01/20.

- **ATTACHMENT A – LEARNING ACTION NETWORK – ALTERNATIVE PAYMENT MODEL STRATEGIES**

Attachment A was revised to remove “Framework” from the title to align with policy changes.

Retroactive Effective Date of 10/01/20.

- **ATTACHMENT B CYE 19 – ALTERNATIVE PAYMENT MODEL STRATEGIES AND PERFORMANCE-BASED PAYMENTS INCENTIVE CERTIFICATION**

No changes.

- **ATTACHMENT B CYE 20 – ALTERNATIVE PAYMENT MODEL STRATEGIES AND PERFORMANCE-BASED PAYMENTS INCENTIVE CERTIFICATION**

No changes.

- **ATTACHMENT B CYE 21 – ALTERNATIVE PAYMENT MODEL STRATEGIES AND PERFORMANCE-BASED PAYMENTS INCENTIVE CERTIFICATION**

Updates to Attachment B CYE 21 include adding a TIN column, AHCCCS provider ID column, Provider Group type column, and automatic calculations indicating whether the Contractor is in adherence with contract requirements.

Retroactive Effective Date of 10/01/20.

○ **ATTACHMENT B.1 CYE 21 – ALTERNATIVE PAYMENT MODEL STRATEGIES AND PERFORMANCE-BASED PAYMENTS INCENTIVE CERTIFICATION – MEDICAID ACO SUBCONTRACTOR DETAIL**

Attachment B.1 CYE 21 is a newly developed attachment and was added to comply with new contract requirements. Attachment B.1 CYE 21 requires the Contractor to report the amounts retained by Non-Provider Subcontractors and the amounts paid to providers.
Retroactive Effective Date of 10/01/20.

○ **ATTACHMENT C CYE 21 – ALTERNATIVE PAYMENT MODEL STRATEGIES AND PERFORMANCE-BASED PAYMENTS INCENTIVE PERFORMANCE MEASURE AND MEDICAL LOSS RATIO REPORT**

Attachment C CYE 21 is a newly developed attachment and was added to comply with new contract requirement. Attachment C CYE 21 requires the Contractor to report quality performance measures by providers.
Retroactive Effective Date of 10/01/20.

○ **ATTACHMENT D CYE 21 – ALTERNATIVE PAYMENT MODEL STRATEGIES – VALUE BASED PURCHASING (VBP) – MEDICAL LOSS RATIO (MLR) REPORT**

Attachment D CYE 21 is a newly developed attachment and was added to comply with new contract requirements. Attachment D CYE 21 requires the Contractor to report Medical Loss Ratio (MLR) for Value Based Purchasing (VBP) and non-VBP providers.
Retroactive Effective Date of 10/01/20.

APPROVED NOT YET EFFECTIVE

[AHCCCS CONTRACTOR OPERATIONS MANUAL \(ACOM\)](#)

ACOM POLICY 404 - CONTRACTOR WEBSITE AND MEMBER INFORMATION

ACOM 404 was revised to address annual October 1, 2021 changes and to apply the name change from Comprehensive Medical and Dental Program to Comprehensive Health Plan (CHP) effective April 1, 2021 due to the CHP behavioral health integration. Updated the incentive amount from \$150.00 to \$300.00 per member per calendar year. Added clarification as to when approved organizations can/will be added to Attachment A. Updated timeframes of when members will receive provider termination notice to align with the Code of Federal Regulations (CFR).
Implementation Date 10/01/21.

○ **ATTACHMENT A – ORGANIZATIONS RECOGNIZED BY AHCCCS**

Added Quality of Life Publishing Company as an organization recognized by AHCCCS.
Implementation Date 10/01/21.

- **ATTACHMENT B – CONTRACTOR WEBSITE CERTIFICATION CHECKLIST**

Updated the inclusion requirement of added “URL” in header of checklist regarding where information can be found. The current member handbook in a machine readable file and format is a requirement for the Contractor Website. Community Resource Guides shall be updated quarterly containing applicable information. Autism Spectrum Disorder (ASD) information was added to the checklist providing information on access to the specialized services.

Implementation Date 10/01/21.

- **ATTACHMENT C – MEMBER INFORMATION ATTESTATION STATEMENT**

Revised to apply the name change from Comprehensive Medical and Dental Program to Comprehensive Health Plan (CHP) effective April 1, 2021 due to CHP behavioral health integration

Implementation Date 10/01/21.

ACOM POLICY 406 – MEMBER HANDBOOK AND PROVIDER DIRECTORY

ACOM Policy 406 was revised to address annual October 1, 2021 changes and to apply 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. Changes were made in both policy and attachments. In addition, CHP was added alongside DDD to member handbook and provider directory distribution and approval requirements as it relates to its subcontracted health Plans. In accordance with 42 CFR 438.10 new ‘Machine Readable’ language was added. Electronic Provider Directory requirements was increased to no later than 30 calendar days from its previously 15 calendar days. Inclusion of a cover letter was added to comport with attachment requirements.

Implementation Date 10/01/21.

- **ATTACHMENT A – MEMBER HANDBOOK CHECKLIST**

Attachment A was revised to add the inclusion of a cover letter. An additional AHCCCS code column was added to assist with internal reviewers for checklist assignments. Checklist items have been revised accordingly and included updates made to Attachment A.2. under the Twelve Principles for Delivery of Services to Children.

Implementation Date 10/01/21.

- **ATTACHMENT B – DEFINITIONS FOR AHCCCS MEMBERS PURSUANT TO 42 CFR 438.10**

No changes.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGE:

ACOM Policy 406 – Attachment A was revised to further clarify original changes after being posted for Tribal Consultation Notification and Public Comment on 04/30/21.

ACOM POLICY 436 – NETWORK STANDARDS

ACOM Policy 436 was revised to address annual October 1, 2021 changes and to apply 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. Provider types were revised to align with AMPM Chapter 600, expanded the pharmacy definition to include clinics, and identified provider types that are eligible for a telehealth adjustment for time and distance standards.

Implementation Date 10/01/21.

- **ATTACHMENT A – MINIMUM NETWORK REQUIREMENTS VERIFICATION TEMPLATE**

Attachment A was revised to be submitted biannually instead of quarterly. The tab for In Home Care Services – ALTCS was deleted since it was removed from the Policy. Also removed is the tab for Mobile Response Team – RBHA as the information has been moved to the new Attachment B.

Implementation Date 10/01/21.

- **ATTACHMENT B – MOBILE CRISIS TEAM RESPONSE REPORTING**

Attachment B is a newly developed Attachment that incorporated the tab removed from Attachment A. Attachment B's submission remains quarterly.

Implementation Date 10/01/21.

ACOM POLICY 438 – ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION

ACOM Policy 438 was revised to address annual October 1, 2021 changes and to apply 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. Language was added to the Policy requiring CHP and DDD to submit a cover letter outlining proposed changes when providing an amendment to an Administrative Services Subcontract or an Request For Proposal (RFP).

Implementation Date 10/01/21.

- **ATTACHMENT A – ADMINISTRATIVE SERVICES SUBCONTRACT CHECKLIST**

Attachment A was updated to include instructions and requirements for Pharmacy Benefit Manager subcontractors.

Implementation Date 10/01/21.

- **ATTACHMENT B – ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION REPORT TEMPLATE**

Attachment B was revised for minor formatting and clean up.
Implementation Date 10/01/21.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGE:

ACOM Policy 438 was revised to further clarify original changes after being posted for Tribal Consultation Notification and Public Comment on 04/23/21.

ACOM POLICY 447 – EMPLOYMENT

ACOM Policy 447 was revised to address annual October 1, 2021 changes and to apply 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. The addition of employment-related competencies monitoring for ACC and RBHA, replacing the previous placeholder language. Policy also outlines the new monitoring requirements developed within the Learning Management System (LMS).
Implementation Date 10/01/21.

- **ATTACHMENT A – PSYCHIATRIC REHABILITATION PROGRESS REPORT SPECIFICATIONS FOR RBHA AND ACC CONTRACTORS**

Attachment A was formerly titled as Attachment C. Requirements were revised in collaboration with the ACC and RBHA Employment Administrators to include three new monitoring requirements.
Implementation Date 10/01/21.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGE:

ACOM Policy 438 was revised to further clarify original changes after being posted for Tribal Consultation Notification and Public Comment on 04/14/21.

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 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.

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

Refer to Revision Memo dated 06/17/21 for summary of changes.
Implementation Date 10/1/21.