

**DATE:** September 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](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.

---

### [AHCCCS CONTRACT AND POLICY DICTIONARY AND AHCCCS RELATED ACRONYMS](#)

*To view the AHCCCS Contract and Policy Dictionary, please access the following link:*

### [AHCCCS CONTRACT AND POLICY DICTIONARY](#)

Consistent with the Arizona Management System (AMS) principles to streamline processes and provide consistency in Policy Development, the Contract and Policy Unit has developed a new *AHCCCS Contract and Policy Dictionary*. The Dictionary provides a centralized location for definitions that are currently found in the various ACOM and AMPM Policies. The Contract and Policy Dictionary can be found on the AHCCCS website under Resources – Guides-Manuals-Policies. Although currently the Dictionary reflects only definitions from the ACOM and AMPM, in the future it will include definitions from the Contracts as well. Definitions found in the Dictionary will be removed from the ACOM and AMPM Policies as they are published and a hyperlink to the AHCCCS Contract and Policy Dictionary will be included. Some policies have specific terms/definitions that will need to apply to the respective Policy only; those terms/definitions will remain in the Policy and will include a statement indicating the term/definition is applicable 'For purposes of this Policy' only.

### [AHCCCS RELATED ACRONYMS](#)

*To view the AHCCCS Related Acronyms, please access the following link:*

Common AHCCCS Related Acronyms can be found on the AHCCCS website under AHCCCS Info – About Us.

**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 100 – AHCCCS CONTRACTOR OPERATIONS MANUAL OVERVIEW**

ACOM Policy 101 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. Minor clarification and formatting was done throughout the policy. Definitions were removed and moved to newly created AHCCCS Contract and Policy Dictionary.

*Effective Date of 10/01/21.*

**ACOM POLICY 301 – ALTCS E/PD PROGRAM TIERED RECONCILIATION**

ACOM Policy 301 was revised for minor clarification and formatting throughout the policy. Definition of Net Medical Expense was revised to state that the cost of COVID-19 vaccine administration is excluded for CYE 22, per new ACOM Policy 302, Cost Settlement for Coronavirus Disease of 2019 Vaccine.

*Effective Date of 10/01/21.*

- **ATTACHMENT A – ALTCS E/PD PROGRAM TIERED RECONCILIATION – EXAMPLE FOR CONTRACT YEAR END 09/30/XX**

Attachment A was revised to add a reference to the new ACOM Policy 302, Cost Settlement for Coronavirus Disease of 2019 Vaccine.

*Effective Date of 10/01/21.*

**ACOM POLICY 305 – PERFORMANCE BOND AND EQUITY PER MEMBER REQUIREMENTS**

No changes.

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

Attachment A was updated to allow electronic signatures.

- **ATTACHMENT B – PERFORMANCE BOND FORM**

No changes.

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

No changes.

---

**ACOM POLICY 311 – ACC PROGRAM TIERED RECONCILIATION**

ACOM Policy 311 was revised for minor clarification and formatting throughout the policy. In addition, the definition of Net Medical Expense to state that the cost of COVID-19 vaccine administration is excluded for CYE 22, per new ACOM Policy 302, Cost Settlement for Coronavirus Disease of 2019 Vaccine.

*Effective Date of 10/01/21.*

- **ATTACHMENT A – ACC PROGRAM TIERED RECONCILIATION – EXAMPLE FOR CONTRACT YEAR ENDED 09/30/XX**

Attachment A was revised to add a reference to the new ACOM Policy 302, Cost Settlement for Coronavirus Disease of 2019 Vaccine.

*Effective Date of 10/01/21.*

**ACOM POLICY 327 – PEDIATRIC SERVICES INITIATIVE**

ACOM Policy 327 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. Minor clarification and formatting were done throughout the policy. In addition, revisions to describe the payment as a fixed percentage increase rather than a fixed dollar increase were made.

*Effective Date of 10/01/21.*

**ACOM POLICY 330 – ACCESS TO PROFESSIONAL SERVICES INITIATIVE**

ACOM Policy 330 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. Minor clarification and formatting were done throughout the policy. In addition, language was revised to include a new hospital participating in the Access to Professional Services Initiative program. Wording was added to clarify how long the Contractors have to pay the providers, as well as clarification stating an exclusion of Access to Professional Services Initiative (APSI) Eligible Encounters from Qualified Practitioners if services were performed at a Rural Health Clinic (RHC).

*Effective Date of 10/01/21.*

- **ATTACHMENT A – RESERVED**

Attachment A, formerly titled “Access to Professional Services Initiative (APSI) Example of Final Payment of Calculation for the Contract Year Ending 09/30/XX”, is being reserved as it is no longer necessary.

*Effective Date of 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 404 - CONTRACTOR WEBSITE AND MEMBER INFORMATION**

Refer to Revision Memo dated 07/15/21 for summary of changes.  
*Implementation Date 10/01/21.*

**ACOM POLICY 405 - CULTURAL COMPETENCY, LANGUAGE ACCESS PLAN, AND FAMILY/MEMBER CENTERED CARE**

Refer to Revision Memo dated 08/02/21 for summary of changes.  
*Implementation Date 10/01/21.*

---

**ACOM POLICY 406 – MEMBER HANDBOOK AND PROVIDER DIRECTORY**

Refer to Revision Memo dated 07/15/21 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 415 – PROVIDER NETWORK DEVELOPMENT AND MANAGEMENT PLAN; PERIODIC NETWORK REPORTING REQUIREMENTS**

Refer to Revision Memo dated 08/02/21 for summary of changes.  
*Implementation Date 10/01/21.*

**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 436 – NETWORK STANDARDS**

Refer to Revision Memo dated 07/15/21 for summary of changes.  
*Implementation Date 10/01/21.*

**ACOM POLICY 438 – ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION**

Refer to Revision Memo dated 07/15/21 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 447 – EMPLOYMENT**

Refer to Revision Memo dated 07/15/21 for summary of changes.  
*Implementation Date 10/01/21.*

**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.*