

DATE: September 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.

The Contract and Policy Unit will begin transitioning the Policies from the *Approved Not Yet Effective* section of the ACOM webpage to the ACOM final publishing section. Some Policies may have additional changes since the date they were first posted to the Approved Not Yet Effective section. In the event additional changes were made, those revisions are indicated below with each Policy. The transitioned policies have a 10/01/21 effective date.

[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.

[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 101 – MARKETING

- **ATTACHMENT A – MARKETING ATTESTATION STATEMENT**
- **ATTACHMENT B – MARKETING ACTIVITIES REPORT**

Refer to Revision Memo dated 05/03/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.

Implementation Date 10/01/21.

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

MEMBERS

- **ATTACHMENT A – RESERVED**

Refer to Revision Memo dated 05/18/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.
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. Definitions have been removed and are located on the AHCCCS website.
Implementation Date 10/1/21.

ACOM POLICY 111 – AHCCCS PHARMACY AND THERAPEUTICS COMMITTEE

ACOM Policy 111 was revised to clarify that a maximum of 10 members from the various categories listed within the policy shall have active Arizona licenses in good standing and registered with AHCCCS. Clarification was added for various other Public representatives and Managed Care Organizations representatives. Additional clarification was added throughout the policy that include that meetings will be held virtually and how testimony shall be presented.
Policy has a retroactive effective date of 09/01/21.

- **ATTACHMENT A – CONFLICT OF INTEREST DISCLOSURE FORM FOR POTENTIAL P&T COMMITTEE MEMBERS**

Attachment A's title was updated to include "for Potential P&T Committee Members" to align with Policy changes.
Attachment A has a retroactive effective date of 09/01/21.

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

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

Refer to Revision Memo dated 06/01/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.

Implementation Date 10/1/21.

ACOM POLICY 323 – REGIONAL BEHAVIORAL HEALTH AUTHORITIES TITLE XIX/XXI RECONCILIATION AND NON-TITLE XIX/XXI PROFIT LIMIT

ACOM Policy 323 was revised to change the definition of Net Medical Expense to state that the cost of COVID-19 vaccine administration is excluded for CYE 22, as further specified in ACOM Policy 302.

Implementation Date 10/1/21.

- **ATTACHMENT A – NON-TITLE XIX/XXI PROFIT LIMIT – EXAMPLE FOR THE STATE FISCAL YEAR ENDING JUNE 30, 20XX**

Former Attachment A has been reserved as the reconciliation has been completed. The new Attachment A is the former Attachment F.

Implementation Date 10/1/21.

- **ATTACHMENT B – MARICOPA COUNTY AND GREATER AZ CONTRACTORS TITLE XIX/XXI RECONCILIATION – EXAMPLE FOR THE CONTRACT YEAR ENDED SEPTEMBER 30, 20XX.**

Former Attachment B has been reserved as the reconciliation has been completed. The new Attachment B is the former Attachment G.

Implementation Date 10/1/21.

- **ATTACHMENT C – MARICOPA COUNTY AND GREATER ARIZONA CONTRACTORS TITLE XIX/XXI RECONCILIATION - EXAMPLE FOR THE CONTRACT YEAR ENDED SEPTEMBER 30, 2022**

Former Attachment C has been reserved as the reconciliation has been completed. A new Attachment C titled “Maricopa County and Greater Contractors Title XIX/XXI Reconciliation Example” replaces the former.

Implementation Date 10/1/21.

- **ATTACHMENT D – RESERVED**

Attachment D, formerly titled “Maricopa County and Greater AZ Contractors Title XIX XXI Reconciliation Example CYE 18” has been reserved as the reconciliation has been completed.

Implementation Date 10/1/21.

- **ATTACHMENT E – RESERVED**

Attachment E, formerly titled “Maricopa County and Greater AZ Contractors Title XIX XXI Reconciliation Example CYE XX” has been reserved as the reconciliation has been completed.

Implementation Date 10/1/21.

○ **ATTACHMENT F – RESERVED**

Attachment F has been retitled as the new Attachment A.
Implementation Date 10/1/21.

○ **ATTACHMENT G – RESERVED**

Attachment G has been retitled as the new Attachment B.
Implementation Date 10/1/21.

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

○ **ATTACHMENT A – AHCCCS COMPLETE CARE CHANGE OF CONTRACTOR FORM**

Refer to Revision Memo dated 05/03/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.
Implementation Date 10/1/21.

ACOM POLICY 404 - CONTRACTOR WEBSITE AND MEMBER INFORMATION

- **ATTACHMENT A – ORGANIZATIONS RECOGNIZED BY AHCCCS**
- **ATTACHMENT B – CONTRACTOR WEBSITE CERTIFICATION CHECKLIST**
- **ATTACHMENT C – MEMBER INFORMATION ATTESTATION STATEMENT**

Refer to Revision Memo dated 07/15/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.
Implementation Date 10/1/21.

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

- **ATTACHMENT A – CULTURAL COMPETENCY PLAN, ASSESSMENT, LANGUAGE ACCESS PLAN, AND FAMILY-MEMBER CENTERED CARE REPORTING CHECKLIST**

Refer to Revision Memo dated 08/02/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.
Implementation Date 10/1/21.

ACOM POLICY 406 – MEMBER HANDBOOK AND PROVIDER DIRECTORY

- **ATTACHMENT A – MEMBER HANDBOOK CHECKLIST**
- **ATTACHMENT B – DEFINITIONS FOR AHCCCS MEMBERS PURSUANT TO 42 CFR 438.10**

Refer to Revision Memo dated 07/15/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.
Implementation Date 10/1/21.

ACOM POLICY 412 – CLAIMS RECOUPMENTS AND REFUNDS

Refer to Revision Memo dated 05/18/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.
Implementation Date 10/1/21.

ACOM POLICY 415 – PROVIDER NETWORK DEVELOPMENT AND MANAGEMENT PLAN; PERIODIC NETWORK REPORTING REQUIREMENTS

- **ATTACHMENT A – NETWORK ATTESTATION STATEMENT**
- **ATTACHMENT B – NETWORK DEVELOPMENT AND MANAGEMENT PLAN CHECKLIST**
- **ATTACHMENT C – ALTCS E/PD CONTRACTOR SUPPLEMENT**
- **ATTACHMENT D – PROVIDER CHANGES DUE TO RATES REPORT**
- **ATTACHMENT E - RESERVED**
- **ATTACHMENT F – VALUE-BASED PROVIDERS/CENTERS OF EXCELLENCE CHECKLIST**
- **ATTACHMENT G – THERAPEUTIC FOSTER CARE AND ADULT BEHAVIORAL HEALTH THERAPEUTIC HOME REPORT**

Refer to Revision Memo dated 08/02/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.

Implementation Date 10/1/21.

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

- **ATTACHMENT A – APPOINTMENT AVAILABILITY AND TRANSPORTATION TIMELINESS REVIEW**

Refer to Revision Memo dated 05/18/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.

Implementation Date 10/1/21.

ACOM POLICY 433 – MEMBER IDENTIFICATION CARDS

- **ATTACHMENT A – TABLE OF REQUIREMENTS**

Refer to Revision Memo dated 05/03/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.

Implementation Date 10/1/21.

ACOM POLICY 436 – NETWORK STANDARDS

- **ATTACHMENT A – NETWORK REQUIREMENTS VERIFICATION TEMPLATE**
- **ATTACHMENT B – MOBILE CRISIS TEAM RESPONSE REPORTING**

Refer to Revision Memo dated 07/15/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.

Implementation Date 10/1/21.

ACOM POLICY 438 – ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION

- **ATTACHMENT A – ADMINISTRATIVE SERVICES SUBCONTRACT CHECKLIST**
- **ATTACHMENT B – ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION REPORT TEMPLATE**

Refer to Revision Memo dated 07/15/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.

Implementation Date 10/1/21.

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

- **ATTACHMENT A – PROVIDER NETWORK/BUSINESS OPERATIONS MATERIAL CHANGE PLAN CHECKLIST**

Refer to Revision Memo dated 05/18/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.

Implementation Date 10/1/21.

ACOM POLICY 447 – EMPLOYMENT

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

Refer to Revision Memo dated 07/15/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.

Implementation Date 10/1/21.

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

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

Refer to Revision Memo dated 06/17/21 for summary of changes. Definitions have been removed and are located on the AHCCCS website.

Implementation Date 10/1/21.

[PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE](#)

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.