

DATE: September 24, 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.

[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 448 – HOUSING PROGRAM

ACOM Policy 448 was revised to align with the AHCCCS Housing Administrator Request for Proposal (RFP). Major changes include the function and coordination requirements related to the transfer of Housing Administrator from the RBHAs to the new AHCCCS-contracted Housing Administrator. Additional key changes include an addition of summary of Housing Administrator Duties; revision of Managed Care Organization (MCO)/RBHA duties to reflect coordination and service role within new structure; removed Housing and Urban Development (HUD) coordination language that is no longer applicable; and provided redrafted description of overall program eligibility. Definitions from the Policy have been removed and are located on the AHCCCS website.

A draft AHCCCS Housing Program Guidebook and Operations Manual was created with the AHCCCS Housing Administrator RFP and is under development.

Implementation Date 10/01/21.

○ **ATTACHMENT A – RESERVED**

Attachment A, formerly titled AHCCCS Housing Acquisition-Renovation Application, will be incorporated into the AHCCCS Housing Program Guidebook and Operations Manual which is under development.

Implementation Date 10/01/21.

○ **ATTACHMENT B – RESERVED**

Attachment B, formerly titled AHCCCS Housing Acquisition-Renovation Checklist, will be incorporated into the AHCCCS Housing Program Guidebook and Operations Manual which is under development.

Implementation Date 10/01/21.

○ **ATTACHMENT C – RESERVED**

Attachment C, formerly titled AHCCCS Declaration of Covenants, Conditions, and Restrictions (CC&Rs), will be incorporated into the AHCCCS Housing Program Guidebook and Operations Manual which is under development.

Implementation Date 10/01/21.

○ **ATTACHMENT D – RESERVED**

Attachment D, formerly titled AHCCCS Housing Acquisition and/or Renovation or New Construction Operating and Funding Agreement – Sample, will be incorporated into the AHCCCS Housing Program Guidebook and Operations Manual which is under development.

Implementation Date 10/01/21.

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.