

DATE: November 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.

[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 306 – ALTERNATIVE PAYMENT MODEL INITIATIVE – WITHHOLD AND QUALITY MEASURE PERFORMANCE INCENTIVE

ACOM Policy 306 was revised to address annual October 01, 2021, changes. Minor clarification and formatting were done throughout the Policy. Additionally, portions of the policy that pertain to CYE 19 information were removed as it is no longer applicable.

Policy has a retroactive effective date of 10/01/21.

- **ATTACHMENT A – ALTERNATIVE PAYMENT MODEL QUALITY MANAGEMENT PERFORMANCE MEASURE STANDARDS**

Attachment A was revised to include the addition of new CYE 22 tabs for ACC and E/PD and deletion of CYE 19 Tabs for ACC and E/PD as the policy longer applies. The CYE21 tab was updated to align with Quality Improvement measures. Additionally, minor clarification and formatting were done throughout the CYE 20 and CYE 21 tabs.

- **ATTACHMENT B – ALTERNATIVE PAYMENT MODEL QUALITY PERFORMANCE MEASURE SCORES**

Attachment B was revised to include the addition of new CYE 22 tabs for ACC and E/PD and deletion of CYE 18 and CYE 18 tabs for ACC and E/PD as the policy no longer applies. Additionally, minor clarification and formatting were done throughout the CYE 20 and CYE 21 tabs.

- **ATTACHMENT C – FEDERAL LIMIT TEST**

Attachment C was revised to include the addition of new CYE 22 tabs for ACC and E/PD and the deletion of CYE 19 tabs for ACC and E/PD as the policy no longer applies. Additionally, minor clarification and formatting were done throughout the CYE 20 and CYE 21 tabs.

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.