

DATE: April 01, 2022
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 602-417-4055 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) changed 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.

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

[AHCCCS RELATED ACRONYMS](#)

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 429 – DIRECT CARE WORKER TRAINING AND TESTING PROGRAM

ACOM 429 was revised to streamline the auditing process including requiring a desk audit at the point of application for training programs and allowing a two year review cycle for compliant programs. Auditing exemptions were removed for educational institutions and programs licensed by the state board of private post-secondary education. ACOM Policy 429 was initially posted under “Approved Not Yet Effective” on October 01, 2019.

POST “APPROVED NOT YET EFFECTIVE” CHANGES:

The following changes were made to ACOM Policy 429 in alignment with A.R.S. § 36-446.03(A), Chapter 33, Article 7.

ACOM Policy 429 Section III, A, 2.e. iii:

Trainers who are also a Registered Nurse (RN), Licensed Practical Nurse (LPN) or Certified Nursing Assistant (CNA) per A.R.S. § 32, Chapter 15 or an Assisted Living Facility Caregiver who has successfully completed an approved assisted living facility training program per A.R.S. § 36-446.03(A), Chapter 33, Article 7, shall meet all of the aforementioned requirements to become a qualified trainer outlined in this section.

ACOM Policy 429 Section III, A, 3.g:

A Direct Care Worker (DCW) who is also a RN, LPN or CNA per A.R.S. § 32, Chapter 15, or an Assisted Living Facility Caregiver who has successfully completed an approved Assisted Living Facility (ALF) training program per A.R.S. § 36-446.03(A), Chapter 33, Article 7, is exempt from the DCW training and testing requirements. However, DCW Agencies have the discretion to test and train their employees as they determine necessary. Trainers who are also a RN, LPN or CNA per A.R.S §32, Chapter- 15 or an ALF Caregiver who has successfully completed an approved ALF training program per A.R.S. § 36-446.03(A), Chapter 33, Article 7, shall meet all the requirements to become a qualified trainer including the requirement to pass the knowledge and skills tests.

PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE

ACOM POLICY 432 – BENEFIT COORDINATION AND FISCAL RESPONSIBILITY FOR BEHAVIORAL HEALTH SERVICES AND PHYSICAL HEALTH SERVICES

ACOM Policy 432 is being reserved as of 10/01/22, all members will be enrolled with an integrated health plan, with minimal exceptions. Contract language identifies those few exceptions surrounding what plan pays: physical health, and what plan pays behavioral health services.

Implementation Date 10/01/22.