

**DATE:** May 02, 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](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) changed 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.

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#### **AHCCCS CONTRACT AND POLICY DICTIONARY AND AHCCCS RELATED ACRONYMS**

*To view the AHCCCS Contract and Policy Dictionary from our Guides and Manuals site, 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. AHCCCS is in the process of revising all pertinent policies to remove definitions and adding a hyperlink to the location of the AHCCCS Contract and Policy Dictionary. Some policies have specific terms/definitions that may have a slightly different meaning for that 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.

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**[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 325 – ACCESS TO PROFESSIONAL SERVICES INITIATIVE AND RECONCILIATION**

ACOM Policy 325 is being reserved as content pertains to CYE 18 and CYE 19 and are no longer applicable.

- **ATTACHMENT A – HEALTH PLAN ACCESS TO PROFESSIONAL SERVICES INITIATIVE (APSI) – RECONCILIATION SAMPLE**

Attachment A is being reserved as content pertains to CYE 18 and CYE 19 and are no longer applicable.

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**APPROVED NOT YET EFFECTIVE**

**[AHCCCS CONTRACTOR OPERATIONS MANUAL \(ACOM\)](#)**

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

ACOM Policy 401 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors.

*Implementation Date 10/01/22*

- **ATTACHMENT A – AHCCCS COMPLETE CARE: CHANGE OF CONTRACTOR FORM**

No changes.

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**PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE**

**ACOM POLICY 203 – CLAIMS PROCESSING**

ACOM Policy 203 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors as well as 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. Terms were removed and a link provided to the AHCCCS Contract and Policy Dictionary. Language was also reorganized surrounding Medicare Cost Sharing for Members covered by Medicare and Medicaid for clarification.

*Implementation Date 10/01/22*

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

ACOM Policy 432 is being reserved due to 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.*