

DATE: June 15, 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 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.

[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 323 – REGIONAL BEHAVIORAL HEALTH AUTHORITIES TITLE XIX/XXI RECONCILIATION (CYE 16 THROUGH CYE 22) AND NON-TITLE XIX/XXI PROFIT LIMIT (SFY 17 THROUGH SFY 23)

ACOM Policy 323 title was revised to include “CYE 16 through CYE 22” for RBHA Title XIX/XXI Reconciliation and “SFY 17 through SFY 23” for Non-Title XIX/XXI Profit Limit to indicate end dates of service. A new ACOM Policy 323 for ACC-RBHA and Non-Title XIX/XXI Profit Limit will be published to the AHCCCS website with an effective date of 10-01-22.

- **ATTACHMENT A – NON-TITLE XIX/XXI PROFIT LIMIT - EXAMPLE**

No changes.

- **ATTACHMENT B – MARICOPA COUNTY AND GREATER ARIZONA CONTRACTORS TITLE XIX/XXI RECONCILIATION - EXAMPLE FOR CYE 09-30-XX**

No changes.

- **ATTACHMENT C – MARICOPA COUNTY AND GREATER ARIZONA CONTRACTORS TITLE XIX/XXI RECONCILIATION - EXAMPLE FOR CYE 09-30-xx.**

No changes.

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

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

ACOM POLICY 323 – AHCCCS COMPLETE CARE - REGIONAL BEHAVIORAL HEALTH AGREEMENT AND NON-TITLE XIX/XXI PROFIT LIMIT

ACOM Policy 323 title was formerly titled, “Regional Behavioral Health Authorities Title XIX/XXI Reconciliation and Non-Title XIX/XXI Profit Limit”. The title has been updated for ACC-RBHA. Additional revisions include alignment with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. Terms and language that no longer pertain to Non-Title XIX/XXI Reconciliation have been removed.

Implementation Date 10/01/22.

- **ATTACHMENT A – NON-TITLE XIX/XXI PROFIT LIMIT - EXAMPLE**

Attachment A was revised for minor formatting to align with the AHCCCS style guide.

o **ATTACHMENT B – RESERVED**

Attachment B, formerly titled “Maricopa County and Greater Arizona Contractors Title XIX/XXI Reconciliation – Example for CYE 09-30-XX” is reserved as it applies to Title XIX/XXI Reconciliation and no longer applies to this policy.

o **ATTACHMENT C – RESERVED**

Attachment C, formerly titled “Maricopa County and Greater Arizona Contractors Title XIX/XXI Reconciliation – Example for CYE Ended 09-30-22”, is reserved as it applies to Title XIX/XXI Reconciliation and no longer applies to this policy.

ACOM POLICY 414 – REQUIREMENTS FOR SERVICE AUTHORIZATION DECISIONS AND NOTICES OF ADVERSE BENEFIT DETERMINATION

ACOM Policy 414 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. The abbreviation for NOA was replaced with “Notice of Adverse Benefit Determination” and commonly used definitions were removed from this policy and relocated to the AHCCCS Contract and Policy Dictionary. Language was clarified for Notice of Adverse Benefits Determination self-audit requirements as well as updating of legal resources.

Implementation Date 10/01/22.

o **ATTACHMENT A – NOTICE OF ADVERSE BENEFIT DETERMINATION TEMPLATE**

Attachment A was revised to include instructions to include “N/A” under appeal by date if the paragraph does not apply to member.

o **ATTACHMENT B – LEGAL SERVICES PROGRAM**

Attachment B was revised to update contact information and include websites.

o **ATTACHMENT C – NOTICE OF EXTENSION TEMPLATE**

No changes.

PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE

ACOM POLICY 203 – CLAIMS PROCESSING

Refer to Revision Memo dated 04/15/22.

Implementation Date 10/01/22

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

Refer to Revision Memo dated 05/02/22.

Implementation Date 10/01/22

ACOM POLICY 432 – RESERVED

Refer to Revision Memo dated 03/01/22.
Implementation Date 10/01/22.