

DATE: July 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 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 \(ACOM\)](#)

None.

NEWLY ADDED TO APPROVED NOT YET EFFECTIVE

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

ACOM POLICY 305 - PERFORMANCE BOND AND EQUITY PER MEMBER REQUIREMENTS

ACOM Policy 305 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. Requirements for Performance Bonds and Bond Substitutes were updated to align with Contract from merger/acquisition to change in organizational structure.

Implementation Date 10/01/22

- **ATTACHMENT A – PERFORMANCE BOND ANNUAL ATTESTATION STATEMENT**

No changes.

- **ATTACHMENT B – PERFORMANCE BOND**

No changes.

- **ATTACHMENT C – INSTRUCTIONS FOR WIRE/ACH TRANSFERS OF FUNDS TO AHCCCS VIA ARIZONA STATE TREASURER**

No changes.

ACOM POLICY 417 - APPOINTMENT AVAILABILITY, TRANSPORTATION TIMELINESS, MONITORING, AND REPORTING

ACOM Policy 417 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. The revisions change the Appointment Availability deliverable to every six months from quarterly reporting. This change required a split of Attachment A into two separate reporting timelines for information as specified in Contract. Also, the policy is revised to emphasize that the Transportation Timeliness deliverable is submitted for each line of business and identifying the ACC-RBHA contractors and for members with a Serious Mental Illness (SMI) determination. Clarity was added to advise that telehealth appointments are considered available appointments where clinically appropriate.

Implementation Date 10/01/22

o **ATTACHMENT A – APPOINTMENT AVAILABILITY**

Attachment A was revised to remove the Transportation Timeliness section and changed the submission date to every six months as specified in Contract.

o **ATTACHMENT B – TRANSPORTATION TIMELINESS REVIEW**

Attachment B is a new attachment. Information surrounding Transportation Timeliness was removed from Attachment A and moved to this attachment to align with the quarterly submission dates as specified in Contract.

ACOM POLICY 442 - OPT OUT REQUEST FOR A MEMBER WITH A SERIOUS MENTAL ILLNESS DESIGNATION

ACOM Policy 442 title was revised to “Opt Out Request for a Member with a Serious Mental Illness Designation”. Policy was also revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors and to add Health Care Decision Maker (DHCM) throughout policy. Minor grammatical and formatting changes were done.
Implementation Date 10/01/22

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

Refer to Revision Memo dated 06/15/22.
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 414 – REQUIREMENTS FOR SERVICE AUTHORIZATION DECISIONS AND NOTICES OF ADVERSE BENEFIT DETERMINATION

Refer to Revision Memo dated 06/15/22.
Implementation Date 10/01/22.

ACOM POLICY 432 – RESERVED

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