

DATE: August 03, 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 308 – RECONCILIATION OF TITLE XIX BEHAVIORAL HEALTH PRIOR PERIOD COVERAGE EXPENSES FOR RBHAS

ACOM Policy 308 was revised to add clarification that encounters must be fully adjudicated and approved. The end date of September 2022 with the final reconciliation being CYE 22 was also added.

- **ATTACHMENT A - RBHA TITLE XIX BH PPC GMH/SU AND NON-CHP CHILD RECONCILIATION – EXAMPLE**

No changes.

NEWLY ADDED TO APPROVED NOT YET EFFECTIVE

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

ACOM POLICY 302 – COST SETTLEMENT FOR CORONAVIRUS DISEASE OF 2019 VACCINE

ACOM Policy 302 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors, including adding in Contract Year end 2023 (CYE 23), where applicable. Policy clarified State Only members are not included. Adjudicated final pull and settlement timeframes were updated for Contract Year Ending (CYE) 22 and CYE 23.

Implementation Date 10/01/22

- **ATTACHMENT A - COST SETTLEMENT FOR CORONAVIRUS DISEASE OF 2019 VACCINE – SAMPLE**

Attachment A was revised to remove “for dates of service” and revised Notes section to include CYE 23.

ACOM POLICY 310 – DELIVERY SUPPLEMENTAL PAYMENT

ACOM Policy 310 is being revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. Additionally, language regarding Serious Mental Illness (SMI) eligibility to receive a birth supplemental payment was defined/excluded.

Implementation Date 10/01/22

ACOM POLICY 317 – CHANGE IN CONTRACTOR ORGANIZATIONAL STRUCTURE

ACOM Policy 317 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. In addition, there was a name change for Comprehensive Medical and Dental Program to Comprehensive Health Plan (CHP) effective April 1, 2021, due to CHP behavioral health integration. Refer to Laws 2019, 1st Regular Session. The transition plan was revised to include a new requirement for a list of any additional approvals the Contractor needs in relation to the change, at the federal and/or state level, and any estimated timeline for those approvals.

Implementation Date 10/01/22

ACOM POLICY 404 – CONTRACTOR WEBSITE AND MEMBER INFORMATION

ACOM Policy 404 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. Language was updated to align with CMS guidance regarding conspicuously visible font size. Additional formatting and minor grammatical changes were completed.

Implementation Date 10/01/22

- **ATTACHMENT A – ORGANIZATIONS RECOGNIZED BY AHCCCS**

Attachment A was revised to add the organization ‘Mother To Baby’.

- **ATTACHMENT B – CONTRACTOR WEBSITE CERTIFICATION CHECKLIST**

Attachment B was revised to add language for integrated ACC-RBHA crisis lines. Language around specialized providers for Autism Spectrum Disorder (ASD) was updated for clarity. The listing requirements for providers who specialize in the diagnosis and treatment was also updated.

- **ATTACHMENT C – MEMBER INFORMATION ATTESTATION STATEMENT**

Attachment C was revised to include a new checkbox for ACC-RBHA Contractor.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES:

ACOM Policy 404 was revised to further clarify original changes after being posted for Tribal Consultation Notification and Public Comment on 05/06/22.

ACOM POLICY 406 – MEMBER HANDBOOK AND PROVIDER DIRECTORY

ACOM Policy 406 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. Additionally, minor formatting and grammatical changes were completed.

Implementation Date 10/01/22

- **ATTACHMENT A – MEMBER HANDBOOK CHECKLIST**

Attachment A was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. Clarification was added to provide clear guidance on expectations. Language was added surrounding the crisis single statewide hotline telephone number, Women’s Preventative Care Services, how members/Health Care Decision Makers (HCDMs) can submit Quality of Care (QOC) concerns, and adding a statement that the organization complies with all federal and state laws. Clarification was also added surrounding housing services. Additionally, minor formatting and grammatical changes were completed.

- **ATTACHMENT B – DEFINITIONS FOR AHCCCS MEMBERS PURSUANT TO 42 CFR 438.10**

No changes.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES:

ACOM Policy 406 was revised to further clarify original changes after being posted for Tribal Consultation Notification and Public Comment on 05/13/22.

ACOM POLICY 415 – PROVIDER NETWORK DEVELOPMENT AND MANAGEMENT PLAN; PERIODIC NETWORK REPORTING REQUIREMENTS

ACOM Policy 415 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. The Network Development and Management Plan (NDMP) was clarified to address the term of the network plan. The acronym COE, “Centers of Excellence” was used throughout Policy.

Implementation Date 10/01/22

- **ATTACHMENT A – NETWORK ATTESTATION STATEMENT**

Attachment A was revised for minor grammatical changes.

- **ATTACHMENT B – NETWORK DEVELOPMENT AND MANAGEMENT PLAN CHECKLIST**

Attachment B was revised for clarification, added new HCBS and in-home care requirements, EVV planning and other legislative requirements, moved a reporting requirement to another source, adjusted an item to align with NCQA, clarified some planning evaluation items.

- **ATTACHMENT C – ALTCS E/PD CONTRACTOR SUPPLEMENT**

No changes.

- **ATTACHMENT D – PROVIDER CHANGES DUE TO RATES REPORT**

No changes.

- **ATTACHMENT F – VALUE-BASED PROVIDERS-CENTERS OF EXCELLENCE CHECKLIST**

Attachment F was revised for formatting, limited the COE providers needing to be identified by provider ID, and had minor clarifications.

- **ATTACHMENT G – RESERVED**

Attachment G, formerly titled “Therapeutic Foster Care and Adult Behavioral Health therapeutic Home Report” is being reserved upon 10/01/22 due to the only entity that can produce this report is Division of Child Services (DCS), not Comprehensive Health Plan (CHP) and there should be no Managed Care Organization submission to AHCCCS.

ACOM POLICY 416 – PROVIDER INFORMATION

ACOM Policy 416 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. Language was added for the requirements of the Value Based Program (VBP). Updated policy numbers and language for clarity throughout the Policy.
Implementation Date 10/01/22

ACOM POLICY 433 – MEMBER IDENTIFICATION CARDS

ACOM Policy 433 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. Language was added to provide Contractors with the option of providing digital copies of new or replacement ID Cards if the member chooses that option. Contractors are also required to add that Statewide Crisis phone number on the front of the ID Cards.
Implementation Date 10/01/22

- **ATTACHMENT A – TABLE OF REQUIREMENTS**

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

ACOM POLICY 436 – NETWORK STANDARDS

ACOM Policy 436 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. Tables implemented to remove non-standard definitions from policy and consolidate time and distance requirements, Crisis Mobile team reporting moved to AMPM Policy 590.

Implementation Date 10/01/22

- **ATTACHMENT A – MINIMUM NETWORK REQUIREMENTS VERIFICATIONS TEMPLATE**

Attachment A was revised to update Outpatient and Integrated Clinic-Pediatric. In addition, new provider types were added for Crisis Stabilization for ACC-RBHA only.

- **ATTACHMENT B – RESERVED**

Upon 10/01/22, Attachment B, formerly titled “Mobile Crisis Reporting” will be relocated and renamed as the new Attachment A for AMPM Policy 590.

ACOM POLICY 439 – MATERIAL CHANGES-PROVIDER NETWORK AND BUSINESS OPERATIONS

ACOM Policy 439 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 – PROVIDER NETWORK-BUSINESS OPERATIONS MATERIAL CHANGE PLAN CHECKLIST**

Attachment A was revised for minor formatting.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES:

ACOM Policy 439 was revised to further clarify original changes after being posted for Tribal Consultation Notification and Public Comment on 05/06/22.

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 305 - PERFORMANCE BOND AND EQUITY PER MEMBER REQUIREMENTS

Refer to Revision Memo dated 07/01/22.

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

Refer to Revision Memo dated 07/01/22.
Implementation Date 10/01/22.

ACOM POLICY 432 – RESERVED

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

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

Refer to Revision Memo dated 07/01/22.
Implementation Date 10/01/22.