

DATE: September 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 326 – FIXED ADMINISTRATIVE COST COMPONENT RECONCILIATION FOR ACC AND ACC-RBHA

The title for ACOM Policy 326 was revised to incorporate ACC-RBHA. Policy was also revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. Definition for Fixed Administrative Cost Component was clarified and a new definition for Fixed Administrative Cost Component Reconciliation Risk Groups (Risk Groups) was added for the expansion of ACC-RBHA to indicate that this will not apply to SMI and Crisis populations.

Implementation Date 10/01/22

- **ATTACHMENT A - ADMIN/MEMBER MONTH RECONCILIATION EXAMPLE**

Notes section for line #4 was revised to “all member months associated with the risk groups defined in ACOM Policy 326” for clarity.

ACOM POLICY 327 – PEDIATRIC SERVICES INITIATIVE

ACOM Policy 327 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. Timeline for Contractors to identify encounter data issues from Designated Hospitals was revised to eight months to conform with CMS’ request for the notification documentation to be sent within 12 months after the contract ends.

Implementation Date 10/01/22

ACOM POLICY 330 – ACCESS TO PROFESSIONAL SERVICES INITIATIVE

ACOM Policy 330 is revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. Timeline for Contractors to identify encounter data issues from Designated Hospitals was revised to eight months to conform with CMS’ request for the notification documentation to be sent within 12 months after the contract ends.

Implementation Date 10/01/22

ACOM POLICY 447 – EMPLOYMENT

ACOM Policy 447 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. Title was clarified for AHCCCS New Employee Orientation (NEO) - Employment rehabilitation and training aligned with the name they have within RELIAS. Added language surrounding the importance of utilizing subcontracted employment agencies and educating the providers about the importance of utilizing these types of agencies for their members.
Implementation Date 10/01/22

- **ATTACHMENT A – PRPR SPECIFICATIONS FOR ACC-RBHA AND ACC CONTRACTORS**

Attachment A was revised to align with Policy changes and requirements. Added clarification surrounding reporting requirements for members with Autism Spectrum Disorder (ASD).

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES:

ACOM Policy 447 was revised to further clarify original changes after being posted for Tribal Consultation Notification and Public Comment on 06/08/22.

ACOM POLICY 448 – PERMANENT SUPPORTIVE HOUSING

ACOM Policy 448 title was updated from ‘Housing Program’ to ‘Permanent Supportive Housing’. Policy was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors changes made to reference throughout policy. TRBHA responsibility was added to the purpose statement and policy specific definitions were added to section II. Minor language clarifications were added throughout the policy.
Implementation Date 10/01/22

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES:

ACOM Policy 448 was revised to further clarify original changes after being posted for Tribal Consultation Notification and Public Comment on 06/17/22.

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 302 – COST SETTLEMENT FOR CORONAVIRUS DISEASE OF 2019 VACCINE

Refer to Revision Memo dated 08/03/22.
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 310 – DELIVERY SUPPLEMENTAL PAYMENT

Refer to Revision Memo dated 08/03/22.
Implementation Date 10/01/22

ACOM POLICY 317 – CHANGE IN CONTRACTOR ORGANIZATIONAL STRUCTURE

Refer to Revision Memo dated 08/03/22.
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 404 – CONTRACTOR WEBSITE AND MEMBER INFORMATION

Refer to Revision Memo dated 08/03/22.
Implementation Date 10/01/22

ACOM POLICY 406 – MEMBER HANDBOOK AND PROVIDER DIRECTORY

Refer to Revision Memo dated 08/03/22.
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 415 – PROVIDER NETWORK DEVELOPMENT AND MANAGEMENT PLAN; PERIODIC NETWORK REPORTING REQUIREMENTS

Refer to Revision Memo dated 08/03/22.
Implementation Date 10/01/22

ACOM POLICY 416 – PROVIDER INFORMATION

Refer to Revision Memo dated 08/03/22.

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 433 – MEMBER IDENTIFICATION CARDS

Refer to Revision Memo dated 08/03/22.

Implementation Date 10/01/22

ACOM POLICY 436 – NETWORK STANDARDS

Refer to Revision Memo dated 08/03/22.

Implementation Date 10/01/22

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

Refer to Revision Memo dated 08/03/22.

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.