

**DATE:** September 21, 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 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 326 – FIXED ADMINISTRATIVE COST COMPONENT RECONCILIATION FOR ACC AND ACC-RBHA**

Refer to Revision Memo dated 09/01/22.  
*Implementation Date 10/01/22*

**ACOM POLICY 327 – PEDIATRIC SERVICES INITIATIVE**

Refer to Revision Memo dated 09/01/22.  
*Implementation Date 10/01/22*

**ACOM POLICY 330 – ACCESS TO PROFESSIONAL SERVICES INITIATIVE**

Refer to Revision Memo dated 09/01/22.  
*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.*

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**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.*

**ACOM POLICY 447 – EMPLOYMENT**

Refer to Revision Memo dated 09/01/22.  
*Implementation Date 10/01/22*

**ACOM POLICY 448 – PERMANENT SUPPORTIVE HOUSING**

Refer to Revision Memo dated 09/01/22.  
*Implementation Date 10/01/22*