

**DATE:** August 13, 2024  
**TO:** Holders of the AHCCCS Contractor Operations Manual  
**FROM:** DHCS Contracts and Policy  
**SUBJECT:** AHCCCS Contractor Operations Manual (ACOM)

This memo describes additions and/or revisions to the ACOM. For questions regarding policy updates email the Contracts and Policy Unit at: [DHCMContractsandPolicy@azahcccs.gov](mailto:DHCMContractsandPolicy@azahcccs.gov).

### **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.

### **CONTRACT NAME CHANGE**

Effective October 1, 2022, the Regional Behavioral Health Authority (RBHA) for the Managed Care Organizations was aligned with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC-RBHA Contractors. AHCCCS is in the process of revising all pertinent documents to reflect this change.

### **SECTION 504 OF THE REHABILITATION ACT**

Modifications are being made to remove symbols and periods from various Federal and State citations to ensure accessibility for all individuals in compliance with Section 504 of the Rehabilitation Act. AHCCCS is in the process of revising all pertinent documents to reflect this change.

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### **AHCCCS CONTRACT AND POLICY DICTIONARY AND AHCCCS RELATED ACRONYMS**

*To view the AHCCCS Contract and Policy Dictionary, please access the following link:*

#### **[AHCCCS CONTRACT AND POLICY DICTIONARY](#)**

The AHCCCS Contract and Policy Dictionary provides a centralized location for definitions that are utilized in various ACOM and AMPM Policies. A hyperlink to the location of the AHCCCS Contract and Policy Dictionary has been added to applicable policies. AHCCCS is in the process of adding an area within the Definition Section of all policies that identifies terms used/referenced in that policy to encourage viewing of the AHCCCS Contract and Policy Dictionary to better understand how AHCCCS defines the word or term. However, some policies have specific terms/definitions that may have a slightly different meaning for that respective Policy; those terms/definitions will remain in the Policy and will include a statement indicating 'For purposes of this Policy only'.

*To view the AHCCCS Related Acronyms, please access the following link:*

#### **[AHCCCS RELATED ACRONYMS](#)**

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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 111 – AHCCCS PHARMACY AND THERAPEUTICS COMMITTEE**

ACOM Policy 111 was revised for minor formatting, grammatical edits, and clarity. Additional substantial changes include but are not limited to:

- Strengthening requirements for public testimony requests, including detailing compliance expectations for public testimony requests.
- Clarifying expectations for presenting clinical information and financial information at the appropriate meeting venue.

**ATTACHMENT A – CONFLICT OF INTEREST DISCLOSURE FORM FOR POTENTIAL P&T COMMITTEE MEMBERS**

Attachment A was revised for minor formatting edits.

**ACOM POLICY 317 – CHANGE IN CONTRACTOR ORGANIZATIONAL STRUCTURE**

*Implementation Date 10/01/24*

ACOM Policy 317 was revised for minor formatting, grammatical edits, and clarity. Additional substantial changes include but are not limited to:

- Aligning requirements with Contract, Chart of Deliverables.
- Aligning with National Committee Quality Assurance (NCQA) Accreditation Standards.

**ACOM POLICY 421 – CONTRACT TERMINATION: NURSING FACILITIES AND ALTERNATIVE HOME AND COMMUNITY BASED SERVICES SETTINGS**

*Implementation Date 10/01/24*

ACOM Policy 421 was revised for minor formatting, grammatical edits, and clarity. Additional substantial changes include but are not limited to:

- Updating Policy title to reflect “Services” in Home and Community Based **Services** Settings.
- Including DES/DDD as an applicable Contractor in purpose statement.
- Clarifying requirements of communication and transition plan.

**ACOM POLICY 438 – ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION**

*Implementation Date 10/01/24*

ACOM Policy 438 was revised for minor formatting, grammatical edits, and clarity.

**ATTACHMENT A – ADMINISTRATIVE SERVICES SUBCONTRACTOR CHECKLIST**

Attachment A was revised to include new requirements for Pharmacy Benefit Manager (PBM) Subcontract Requirements.

**ATTACHMENT B – ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION REPORT TEMPLATE**

Attachment B was revised for formatting edits.

**POST PUBLIC COMMENT CHANGES that concluded on July 06, 2024:** Additional revisions were made to Attachment A based on Public Comment including:

- Removing checklist #24 for requirement of Contractor's PBM or other subcontractor provider to issue Pharmacy ID cards to adjudicate PBM member claims.

**ACOM POLICY 445 – SUBMISSION OF REQUEST FOR HEARING**

No changes.

**ATTACHMENT A – SUBMISSION OF REQUEST FOR HEARING COVER SHEET**

Attachment A was updated to include instructions as the cover sheet and provided clarification for each field in the form.

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**PREVIOUSLY ADDED FOR 10/01/24 IMPLEMENTATION DATE**

**ACOM POLICY 101 – MARKETING**

Refer to Revision Memo dated 07/18/24.

*Implementation date 10/01/24.*

**ACOM POLICY 304 – PREMIUM TAX REPORTING**

Refer to Revision Memo dated 07/18/24.

*Implementation date 10/01/24.*

**ACOM POLICY 323 – ACC-RBHA NON-TITLE XIX/XXI PROFIT LIMIT**

Refer to Revision Memo dated 05/24/24.

*Implementation date 10/01/24.*

**ACOM POLICY 403 – ENROLLMENT CHOICE IN A COUNTY WITH CHOICE AND CHANGE OF CONTRACTOR:  
ALTCS CONTRACTORS**

Refer to Revision Memo dated 06/27/24.  
*Implementation Date 10/01/24.*

**ACOM POLICY 404 – CONTRACTOR WEBSITE AND MEMBER INFORMATION**

Refer to Revision Memo dated 07/16/24.  
*Implementation date 10/01/24.*

**ACOM POLICY 405 – CULTURAL COMPETENCY, FAMILY/MEMBER CENTERED CARE, AND LANGUAGE  
ACCESS PLAN**

Refer to Revision Memo dated 07/18/24.  
*Implementation date 10/01/24.*

**ACOM POLICY 406 – MEMBER HANDBOOK AND PROVIDER DIRECTORY**

Refer to Revision Memo dated 07/16/24.  
*Implementation date 10/01/24.*

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

*Refer to Revision Memo dated 07/30/24*  
*Implementation Date 10/01/24*

**ACOM POLICY 416 – PROVIDER MANUAL AND REQUIRED NOTIFICATIONS**

Refer to Revision Memo dated 07/18/24.  
*Implementation date 10/01/24*

**ACOM POLICY 433 – MEMBER IDENTIFICATION CARDS**

*Refer to Revision Memo dated 07/30/24*  
*Implementation Date 10/01/24*

**ACOM POLICY 436 – NETWORK STANDARDS**

*Refer to Revision Memo dated 07/30/24*  
*Implementation Date 10/01/24*