

DATE: August 16, 2023,
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.

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.

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.

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](#)

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 103 – FRAUD, WASTE, AND ABUSE

ACOM Policy 103 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors and clarified audit submission requirements for Contractors with multiple Lines of Businesses (LOB)s.

- **ATTACHMENT A - REPRESENTATIONS AND CERTIFICATIONS OF CONTRACTOR**

Attachment A was revised for general formatting.

- **ATTACHMENT A-1 - DISCLOSURE INFORMATION - DISCLOSURE OF OWNERSHIP AND CONTROL**

No Changes.

- **ATTACHMENT B - CORPORATE COMPLIANCE WORK PLAN-SAMPLE**

No Changes.

- **ATTACHMENT C - EXTERNAL AUDIT PLAN TEMPLATE**

Attachment C was revised to clarify template requirements. Information regarding Provider's AHCCCS ID and Entity ID have been removed; information regarding location/site was updated to include Provider's Place of Service.

ACOM POLICY 414 – REQUIREMENTS FOR SERVICE AUTHORIZATION DECISIONS AND NOTICES OF ADVERSE BENEFIT DETERMINATION

ACOM Policy 414 was revised to streamline the extension process to reduce the burdens associated with obtaining additional information.

- **ATTACHMENT A – NOTICE OF ADVERSE BENEFIT DETERMINATION TEMPLATE**

No Changes.

- **ATTACHMENT B – LEGAL SERVICES PROGRAM**

No Changes.

- **ATTACHMENT C – NOTICE OF EXTENSION TEMPLATE**

No Changes.

NEWLY ADDED TO APPROVED NOT YET EFFECTIVE

UPDATES AND REVISIONS TO THE AHCCCS CONTRACTOR OPERATIONS MANUAL (ACOM)

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ACOM POLICY 406 – MEMBER HANDBOOK AND PROVIDER DIRECTORY

ACOM Policy 406 was updated to align with annual Contract requirements. Major revisions included aligning with the National Committee for Quality Assurance (NCQA) requirements noting when Member Handbook submissions are duplicative for Accredited Contractors and updating Provider Directory content to specify when providers are virtual-only.

Implementation Date 10/01/23.

- **ATTACHMENT A – MEMBER HANDBOOK CHECKLIST**

Attachment A was updated to align with annual Contract requirements. Major revisions included the addition of community resources as applicable to the Contractor's population and Geographic Service Area (GSA), updates to the Maternity Care Service section, Arizona's Vision for the Delivery of Behavioral Health Services, and clarified Opt-out request for members who are determined to have a Serious Mental Illness (SMI).

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

No changes.

ACOM POLICY 438 – ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION

ACOM Policy 438 was revised to align with the National Committee for Quality Assurance (NCQA) requirements by creating a stand-alone definition for Management Services Agreement (MSA) and removing MSAs from the definition of Administrative Services Agreements per NCQA Delegation Standards. The policy clarified the requirements of Approval of Subcontracts for MSAs and Administrative Services Subcontracts. Additional minor grammatical edits were made throughout the policy including changing the reference of Division of Health Care Management (DHCM) to Division of Health Care Services (DHCS).

Implementation Date 10/01/23.

- **ATTACHMENT A – ADMINISTRATIVE SERVICES SUBCONTRACT CHECKLIST**

Attachment A was revised to clarify checklist requirements apply to Administrative Services Subcontract and MSA in addition to minor grammatical updates.

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

No changes.

POST PUBLIC COMMENT CHANGE:

ACOM Policy 438 was revised to further clarify original changes after being posted for public comment on 06/16/23.

PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE

ACOM POLICY 101 – MARKETING

Refer to Revision Memo dated 06/13/23.

Implementation Date 10/01/23.

ACOM POLICY 301 - ALTCS E/PD PROGRAM TIERED RECONCILIATION

Refer to Revision Memo dated 06/21/23.

Implementation Date 10/01/23.

ACOM POLICY 311 - ACC AND ACC-RBHA PROGRAM TIERED RECONCILIATION

Refer to Revision Memo dated 06/21/23.

Implementation Date 10/01/23.

ACOM POLICY 325 – TARGETED INVESTMENTS PROGRAM 2.0

Refer to Revision Memo dated 07/20/23.
Implementation Date 10/01/23

ACOM POLICY 327 – PEDIATRIC SERVICES INITIATIVE

Refer to Revision Memo dated 05/16/23.
Implementation Date 10/01/23.