

DATE: September 20, 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 201 – MEDICARE COST SHARING FOR MEMBERS COVERED BY MEDICARE AND MEDICAID

ACOM Policy 201 was revised to add language regarding Third Party Liability in alignment with ACOM Policy 434.

- **ATTACHMENT A – AHCCCS NOTIFICATION TO WAIVE MEDICARE PART D COPAYMENT**

Attachment A was revised for minor grammatical changes.

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

ACOM Policy 302 was updated to include new Current Procedural Terminology (CPT) codes in addition to a new table outlining National Drug Codes (NDC). Minor formatting updates were made throughout the policy.

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

Attachment A was revised to reflect Contract Year End (CYE) 24 dates.

POST PUBLIC COMMENT CHANGES:

ACOM Policy 302 was revised to further clarify original changes after being posted for public comment on 08/02/23.

ACOM POLICY 408 – ADMINISTRATIVE ACTIONS

ACOM Policy 408 had a title change from Sanctions to Administrative Actions. The AHCCCS Compliance Committee was updated to include changes due to AHCCCS organizational changes.

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

ACOM Policy 415 was revised to align with Network Development and Management Plan (NDMP) and clarified requirements to address in the network plan. Minor formatting updates were made throughout the policy.

○ **ATTACHMENT A – NETWORK ATTESTATION STATEMENT**

Attachment A was updated to align name with the restructuring of Division of Health Care Services.

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

Attachment B was revised for annual updates to reflect new checklist requirements.

○ **ATTACHMENT C – RESERVED**

Attachment C has been reserved as the deliverable is no longer required.

○ **ATTACHMENT D – PROVIDER CHANGES REPORT**

Attachment D had a title change to “Provider Changes Report” and revised instructions to include providers closing offices/no longer operations, and providers terminated from Medicaid.

○ **ATTACHMENT F – CENTERS OF EXCELLENCE REPORT AND CHECKLIST**

Attachment F had a title change to “Centers of Excellence Report and Checklist” to align with the current deliverable. Value-Based Purchasing (VBP) column was removed, and columns B and C were condensed for formatting.

POST PUBLIC COMMENT CHANGES:

ACOM Policy 415 was further revised to clarify original changes after being posted for public comment on 06/23/23.

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

ACOM Policy 417 was revised to address new timeliness requirements including incomplete trips and clarified language for initial assessment.

- **ATTACHMENT A – APPOINTMENT AVAILABILITY**

Attachment A was revised to change Specialty to Specialty Physician and removed Routine from General Behavioral Health Appointment Standards.

- **ATTACHMENT B – TRANSPORTATION TIMELINESS REVIEW**

Attachment B, the Instructions tab was updated to include additional categories pertaining to Total Drop offs, Timely Drop Offs, Total Pick Ups, and Timely Pickups. On the Transportation tab, additional categories were added to align with Instructions.

ACOM POLICY 434 – COORDINATION OF BENEFITS AND THIRD-PARTY LIABILITY

ACOM Policy 434 was revised to align with a process change for the Contractor to submit verified Third-Party Liability (TPL) directly to AHCCCS. Additional revisions include clarifying Coordination of Benefits (COB) requirements of pay and chase and including a reference to new Attachment B.

- **ATTACHMENT A – TOTAL PLAN CASE SETTLEMENT NOTIFICATION FORM**

Attachment A was revised to clarify required information.

- **ATTACHMENT B – TOTAL PLAN CASE SETTLEMENT NOTIFICATION**

Attachment B is a new Attachment for the contractor to provide case settlement notification as specified in Contract.

POST PUBLIC COMMENT CHANGES:

ACOM Policy 434 was further revised to clarify original changes after being posted for public comment on 06/16/23.

ACOM POLICY 436 – NETWORK STANDARDS

ACOM Policy 436 was republished to clarify Crisis Stabilization Facility includes Provider Type 77 and ICs that are authorized to provide behavioral health observation/stabilization in accordance with A.A.C. 9-10-1012.

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

No changes.

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

ACOM Policy 439 was revised to add language regarding how to conduct an impact assessment of the change in the Contractor’s membership and clarified requirements regarding communication and submitting material network changes.

- **ATTACHMENT A – PROVIDER NETWORK: BUSINESS OPERATIONS MATERIAL CHANGE PLAN CHECKLIST**

Attachment A was revised to reflect updated annual requirements.

POST PUBLIC COMMENT CHANGES:

ACOM Policy 439 was further revised to clarify original changes after being posted for public comment on 06/23/23.

ACOM POLICY 449 – BEHAVIORAL HEALTH SERVICES FOR CHILDREN IN DEPARTMENT OF CHILD SAFETY CUSTODY AND ADOPTED CHILDREN

ACOM Policy 449 was revised to reflect annual updates including specifying Crisis Mobile Team (CMT) response times, clarifying crisis response of populations covered, and clarified expedited behavioral health out-of-home requests and coordination. Revisions also clarified requirement for the Contractor to submit the Behavioral Health Utilization and Timeframe Deliverable for Members in the Custody of Department of Child Safety (DCS), as specified in Contract.

- **ATTACHMENT A - DCS AND ADOPTED CHILDREN SERVICES REPORTING: ACCESS TO SERVICES**

No changes.

- **ATTACHMENT B – DCS AND ADOPTED CHILDREN SERVICES REPORTING: CALLS AND EMAILS AND INTEGRATED RAPID RESPONSE RECONCILIATION**

Attachment B was revised to require a rationale for when no Rapid Response is completed within 72 hours.

○ **ATTACHMENT C – BEHAVIORAL HEALTH UTILIZATION AND TIMEFRAMES FOR MEMBERS IN DCS CUSTODY**

Attachment C is a new report to address successes and barriers associated with behavioral health service delivery to members in the custody of DCS. Data elements include utilization data as well as any identified trends related to members in the custody of DCS, including but not limited to Quality of Care (QOC), access, timeliness, and availability.

POST PUBLIC COMMENT CHANGES:

ACOM Policy 449 to further clarify original changes after being posted for public comment on 07/07/23.