

DATE: July 16th, 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.

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.

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.

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 \(ACOM\)](#)

None.

NEWLY ADDED TO APPROVED NOT YET EFFECTIVE

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 404 – CONTRACTOR WEBSITE AND MEMBER INFORMATION

ACOM Policy 404 was revised to update the Member Newsletter to include information on the Housing and Health Opportunities Program (H2O) to support member communication and sharing of information. Additional revisions include clarifying member surveys shall be submitted to AHCCCS for review and approval prior to release. Policy also had minor grammatical and formatting edits made throughout.
Implementation Date 10/01/24.

POST PUBLIC COMMENT CHANGES that concluded on June 22nd, 2024: Additional revisions were made to ACOM Policy 404 based on Public Comment including:

- Adding “as applicable” to Section B for alignment with ACOM Policy 405.
- Alignment with section 504 of the Rehabilitation Act.

ATTACHMENT A – ORGANIZATIONS RECOGNIZED BY AHCCCS

Attachment A was revised to add Count the Kicks to the list of organizations approved by AHCCCS.

POST PUBLIC COMMENT CHANGES that concluded on June 22nd, 2024: Additional revisions were made to Attachment A based on Public Comment including:

- Re-organizing the list of organizations in alphabetical order.

ATTACHMENT B – CONTRACTOR WEBSITE CERTIFICATION CHECKLIST

Attachment B was revised to add a new website requirement (checklist #19) for information on the Contractor’s role assisting with H2O requirements and updated (checklist #22) to support other treatment modalities in addition to Applied Behavioral Analysis. Attachment B also had minor grammatical and formatting edits made throughout.

POST PUBLIC COMMENT CHANGES that concluded on June 22nd, 2024: Additional revisions were made to Attachment B based on Public Comment including:

- Adding a listing of out of State placement for Behavioral Health treatment.

ATTACHMENT C – MEMBER INFORMATION ATTESTATION STATEMENT

Attachment C was revised for minor grammatical edits for clarity.

ACOM POLICY 406 – MEMBER HANDBOOK AND PROVIDER DIRECTORY

ACOM Policy 406 was revised to add an annual requirement for the Contractor to provide current members with a written notification of how to receive a copy of the most recent member handbook, updated terminology ‘member packet’ to ‘member materials’ for clarity and had minor grammatical and formatting edits made throughout the Policy.

Implementation Date 10/01/24.

ATTACHMENT A – MEMBER HANDBOOK CHECKLIST

Attachment A was revised to update the following member handbook checklist items: Checklist #10 was updated to reflect state text and chat options, included national 988 phone number and removed language no longer needed; Checklist #11 was expanded to include addressing opioid treatment services including Medications for Opioid Use Disorder (MOUD); Checklist #42 was updated to include additional housing info including Housing and Health Opportunities (H2O) program; Checklist #58 was updated to clarify expectations for members who transition to a new Contractor or become enrolled during their third trimester of pregnancy; Checklist #73 was revised to include services provided at a MSIC for alignment; Checklist #97 – In alignment with NCQA standards, updated member’s right to file a complaint about the Contractor can be filed verbally or in writing; Checklist #100 was updated to align non-discrimination language with Contract; Checklist #103 was updated to align with Contract language; Checklist #119 a new resource Count the Kicks was added and restructured listing to group resources together; Attachment A, Section 2, Arizona’s Vision for the Delivery of Behavioral Health Services was updated to align with AMPM Policy 580; and Attachment A, Section 5, ESPDT section was combined and reworded to reduce duplication and to align with AMPM Policy 430 updates. Attachment A had minor grammatical and formatting edits made throughout.

POST PUBLIC COMMENT CHANGES that concluded on June 22nd, 2024: Additional revisions were made to Attachment A based on Public Comment including:

- Alignment with Section 504 of the Rehabilitation Act.

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

Attachment B had no changes.

PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE

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.
