

DATE: August 26, 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 \(ACOM\)](#)

ACOM POLICY 305 – PERFORMANCE BOND AND EQUITY PER MEMBER REQUIREMENTS

Implementation Date 10/01/24.

ACOM Policy 305 was revised for minor formatting, grammatical edits, and clarity. Additional substantial changes include but are not limited to:

- Clarifying requirement for the Contractor to self-monitor for compliance with the performance bond requirement amount every 30 days.
- Clarifying the bond or bond substitute shall be increased within 30 days of falling below 100%.

ATTACHMENT A – PERFORMANCE BOND ANNUAL ATTESTATION STATEMENT

No changes.

ATTACHMENT B – PERFORMANCE BOND FORM

No changes.

ATTACHMENT C – INSTRUCTIONS FOR WIRE/ACH TRANSFERS OF FUNDS TO AHCCCS VIA ARIZONA STATE TREASURER

Attachment C was revised to include AHCCCS/DBF in the reference memo.

ACOM POLICY 325 – TARGETED INVESTMENTS 2.0 PROGRAM

ACOM Policy 325 was revised for minor formatting, grammatical edits, and clarity. Additional substantial changes include but are not limited to:

- Relocating the list of eligible Targeted Investment 2.0 provider types to the AHCCCS Targeted Investments 2.0 web page.

POST PUBLIC COMMENT CHANGES that concluded on July 01, 2024: Additional revisions were made to ACOM Policy 325 based on Public Comment including:

- Adding a new requirement for the Contractor to provide a supplemental file to identify non-billable encounters that are not already submitted to AHCCCS as specified on the TI 2.0 webpage.
<https://www.azahcccs.gov/PlansProviders/TargetedInvestments/>

ACOM POLICY 402 - MEMBER TRANSITION FOR ANNUAL ENROLLMENT CHOICE AND ELIGIBILITY CHANGES

Implementation Date 10/01/24

ACOM Policy 402 was revised for minor formatting, grammatical edits, and clarity. Additional substantial changes include but are not limited to:

- Updating requirement for a key staff person with appropriate training and experience to act as Transition Coordinator.
- Adding current ACOM and AMPM policy references to assist with the transition of members in various situations.
- Updating the Transition Notification Matrix, Figure 1.

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

Implementation Date 10/01/24

ACOM Policy 417 was revised for minor formatting, grammatical edits, and clarity. Additional substantial changes include but are not limited to:

- Differentiating between custodial placements vs. behavioral health placements.
- Establishing timeframes for subsequent behavioral health services.

ATTACHMENT A – APPOINTMENT AVAILABILITY

Attachment A was revised for minor formatting and grammatical edits for clarity.

ATTACHMENT B – TRANSPORTATION TIMELINESS REVIEW

Attachment B was revised for minor formatting and grammatical edits for clarity.

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 317 – CHANGE IN CONTRACTOR ORGANIZATIONAL STRUCTURE

Refer to Revision Memo dated 08/13/24.

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

Refer to Revision Memo dated 08/13/24.
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

ACOM POLICY 438 – ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION

Refer to Revision Memo dated 08/13/24.
Implementation Date 10/01/24
