

DATE: December 3, 2024
TO: Holders of the AHCCCS Contractor Operations Manual (ACOM)
FROM: Division of Managed Care Operations (DMCO) Contracts and Policy Unit
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: DMCOContractsandPolicy@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.

DIVISION OF DEVELOPMENTAL DISABILITIES TRIBAL HEALTH PROGRAM (DDD THP)

Effective April 1, 2022, The Division of Developmental Disabilities (DDD) Tribal Health Program (THP) that is the Fee-For-Service health plan which administers physical health, behavioral health, and Long-Term care Services and Supports (LTSS) for DDD-THP enrolled American Indian/Alaska Native members. Responsibility for managing acute Physical/Behavioral Health/Children's Rehabilitative Services (CRS), and THP members with a Serious Mental Illness (SMI) designation was transitioned to AHCCCS. AHCCCS is in the process of revising all pertinent documents to reflect this new change.

CONTRACT NAME CHANGE

Effective October 1, 2022, the Regional Behavioral Health Authority (RBHA) for the Managed Care Organization 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

Effective May 1, 2024, The Office for Civil Rights (OCR) finalized the rule that prohibits discrimination on the basis of disability. AHCCCS is in the process of revising all pertinent documents 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 NEW AGENCY STRUCTURE

Effective May 3, 2024, AHCCCS unveiled a new Agency structure. AHCCCS is in the process of revising all pertinent documents to reflect the new Division titles. For complete details related to the new Agency structure, please see the press release found on the AHCCCS website under [News & Press Releases](#).

STATEWIDE BRANDING

Effective August 23, 2024, Arizona announced a statewide branding effort. AHCCCS is in the process of revising all pertinent documents to reflect the new AHCCCS Logo, colors, and design elements.

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](#)

Effective August 2, 2021, AHCCCS created a Dictionary that 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 will be added to applicable policies. AHCCCS is in the process of adding an area within the Definition Section of all policies that identifies but is not limited to some common 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. There are instances when 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'. AHCCCS is in the process of revising all pertinent documents to reflect this change.

To view the AHCCCS Related Acronyms found on the AHCCCS website, please access the following link:

[AHCCCS RELATED ACRONYMS](#)

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

ACOM POLICY 303 CYE 25 – COMMUNITY REINVESTMENT (ALL LINES OF BUSINESS EXCEPT E/PD)

ACOM Policy 303 CYE 25 was revised for minor formatting, grammatical edits, and clarity. Additional substantial changes include but are not limited to:

- Updating the Policy title to clarify this Policy applicable to all Lines of Business (LOB) except E/PD to distinguish from ACOM Policy 303 CYE 25 for E/PD only.
- Clarifying Health-Related Social Needs (HRSN) is commonly referred to as Social Determinants of Health.
- Listing examples of Health-Related Social Needs (HRSN) for enhancement.
- Updating definitions for clarity.
- Updating requirements for Community Reinvestment (CRI) activities to align with Contract.
- Adding a table to illustrate Net After-Tax Profit Percentage and Required Community Reinvestment (CRI) Investment percentages to align with Contract.
- Updating Contractor Responsibilities to clarify expectations.
- Updating AHCCCS responsibilities to align with Contract requirements.

ATTACHMENT A CYE 25 – COMMUNITY REINVESTMENT PLAN TEMPLATE

Attachment A CYE 25 was revised for minor grammatical and formatting edits.

ATTACHMENT B CYE 25 – COMMUNITY REINVESTMENT REPORT

Attachment B CYE 25 was revised for minor grammatical and formatting edits.

POST PUBLIC COMMENT CHANGES that concluded on October 15, 2024: Additional revisions were made to ACOM Policy 303 CYE 25 based on Public Comment including but not limited to:

- Replacing the term Social Risk Factors with Health-Related Social Needs (HRSN) in alignment with Centers for Medicare and Medicaid Services (CMS).
- Clarifying the definition of Community Reinvestment Net After-Tax Profit Percentage Calculation to define the calculation that will be used for Net After-Tax Profit Percentage.
- Clarifying expectations of Community Reinvestment (CRI) activities.
- Clarifying Funds cannot be given to a provider organization to supplant or supplement their recruitment and retention activities. Additionally, Community Reinvestment funds cannot be used to benefit the Contractor’s staff (e.g., scholarships, tuition reimbursement, etc.).
- Clarifying the extent to which administrative costs can be paid to third parties working with the Contractor.
- Clarifying preapproval is needed to exceptions to larger scale projects.
- Clarifying projects that serve areas outside the Contractor’s counties/communities require pre-approval by AHCCCS.
- Clarifying If the Contractor deems the approved plan requires substantive revisions, it shall be submitted to AHCCCS for review and approval.

ACOM POLICY 303 CYE 25 – COMMUNITY REINVESTMENT E/PD ONLY

ACOM Policy 303 CYE 25 E/PD only was developed to distinguish from ACOM Policy 303 CYE 25 for all LOBs except E/PD.

ATTACHMENT A CYE 25 – COMMUNITY REINVESTMENT PLAN TEMPLATE

Attachment A CYE 25 was revised for minor grammatical and formatting edits.

ATTACHMENT B CYE 25 – COMMUNITY REINVESTMENT REPORT

Attachment B CYE 25 was revised for minor grammatical and formatting edits.

ACOM POLICY 330 – ACCESS TO PROFESSIONAL SERVICES INITIATIVE

ACOM Policy 330 was revised to update details of qualifications for designated hospitals and had minor grammatical and formatting edits.

To view all ACOM policies and attachments, please access the following link:

[AHCCCS CONTRACTOR OPERATIONS MANUAL \(ACOM\)](#)