
DATE: August 02, 2021
To: Holders of the AHCCCS Contractor Operations Manual
FROM: DHCM Contracts and Policy
SUBJECT: AHCCCS Contractor Operations Manual (ACOM)

This memo describes revisions and/or additions to the ACOM.

Please direct questions regarding policy updates to the Contracts and Policy Unit at 602-417-4295 or 602-417-4055 or email at DHCMContractsandPolicy@azahcccs.gov.

[INFORMATION REGARDING COVID-19](#)

In response to Medicaid-related questions from providers and contractors arising from the COVID-19 pandemic, AHCCCS has developed a list of Frequently Asked Questions (FAQs) Regarding Coronavirus Disease 2019 (COVID-19) which is updated regularly. It is important to note that there are instances where the information presented in the CMS-approved flexibilities and COVID-19 FAQs does not align with provisions set forth by the AHCCCS Contractor Operations Manual (ACOM). In these instances, the CMS-approved flexibilities and FAQs take precedence and are controlling.

[NAME CHANGE](#)

Effective April 1, 2021 Comprehensive Medical and Dental Program (CMDP) will be changing 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.

[AHCCCS CONTRACT AND POLICY DICTIONARY](#)

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Consistent with the Arizona Management System (AMS) principles to streamline processes and provide consistency in Policy Development, the Contract and Policy Unit has developed a new *AHCCCS Contract and Policy Dictionary*. The Dictionary provides a centralized location for definitions that are currently found in the various ACOM and AMPM Policies. The Contract and Policy Dictionary can be found on the AHCCCS website under Resources then Guides – Manuals – Policies. Although currently the Dictionary reflects only definitions from the ACOM and AMPM, in the future it will include definitions from the Contracts as well. Definitions found in the Dictionary will be removed from the ACOM and AMPM Policies as they are published and a hyperlink to the AHCCCS Contract and Policy Dictionary will be included. Some policies have specific terms/definitions that will need to apply to the respective Policy only; those terms/definitions will remain in the Policy and will include a statement indicating the term/definition is applicable 'For purposes of this Policy' only.

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 303 – RESERVED

ACOM Policy 303 Home and Community Based Services (HCBS) reconciliation is being reserved it is no longer applicable.

APPROVED NOT YET EFFECTIVE

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

ACOM POLICY 405 - CULTURAL COMPETENCY, LANGUAGE ACCESS PLAN, AND FAMILY/MEMBER CENTERED CARE

ACOM Policy 405 was revised to address annual October 1, 2021 changes and to apply name change for CMDP from Comprehensive Medical and Dental Program to Comprehensive Health Plan (CHP) effective April 1, 2021 due to CHP behavioral health integration. The policy was updated to include that the Contractor shall require its provider workforce to adhere to all Cultural Competency requirements. Added that the Cultural Competency Plan (CCP) shall include a description of the method(s) used for evaluating health equity, and addressing health disparities, within the Contractor's service delivery.

Implementation Date 10/01/21.

- **ATTACHMENT A - CULTURAL COMPETENCY PLAN, ASSESSMENT, LANGUAGE ACCESS PLAN, AND FAMILY-MEMBER CENTERED CARE REPORTING CHECKLIST**

Attachment A was updated to include a requirement for the Cultural Competency Plan that a description of the methods used for evaluating Health Equity and addressing health disparities within the Contractor's Geographic Service Area (GSA). Minor grammatical and clarification language was added.

Implementation Date 10/01/21.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENTS: ADDITIONAL CHANGES

ACOM Policy 405 was revised to further clarify original changes after being posted for Tribal Consultation Notification/Public Comment on 05/07/21.

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

ACOM Policy 415 was revised to address annual October 1, 2021 changes and to apply the name change for CMDP from Comprehensive Medical and Dental Program to Comprehensive Health Plan (CHP) effective April 1, 2021, due to CHP behavioral health integration. In addition, language regarding the Workforce Development Plan was removed as it is no longer an attachment to ACOM 415. The Policy was also updated to reflect that the Value-Based Providers/Centers of Excellence Report that is a new Attachment F. Further, the DDD Service Delivery Standard Report section was updated to reflect their implemented Notice to Cure changes and the Therapeutic Foster Care (TFC) report calculation date was updated.

Implementation Date 10/01/21.

- **ATTACHMENT A – NETWORK ATTESTATION STATEMENT**

No changes.

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

The requirements have been numbered to provide ease of reference. In addition, all items were rearranged for better flow. Additional revisions included the removal or revision of non-network items, adding a step to assess deliverables to bringing them into compliance, added items to reflect BK settlement requirements, removed some items that are no longer applicable due to system changes.

Implementation Date 10/01/21.

- **ATTACHMENT C – ALTCS E/PD CONTRACTOR SUPPLEMENT**

No changes.

- **ATTACHMENT D – PROVIDER CHANGES DUE TO RATES REPORT**

No content changes but this attachment is now an ad hoc deliverable; no longer quarterly.

Implementation Date 10/01/21.

- **ATTACHMENT E – RESERVED**

Attachment E is being reserved as it is no longer applicable.

Implementation Date 10/01/21.

○ **ATTACHMENT F – VALUE-BASED PROVIDERS/CENTERS OF EXCELLENCE CHECKLIST**

Attachment F is a newly created attachment to standardize reporting.
Implementation Date 10/01/21.

○ **ATTACHMENT G – THERAPEUTIC FOSTER CARE, ADULT BEHAVIORAL HEALTH THERAPEUTIC HOME, AND ADULT FOSTER CARE REPORT**

Title of Attachment G was updated from ‘Facility and Member Placement Report’ to ‘Therapeutic Foster Care, Adult Behavioral Health Therapeutic Home, and Adult Foster Care Report’. The instructions were also updated. The Facility Specialization and the Inventory Reporting tabs were both removed. Additionally, a new tab for Therapeutic Foster Care, Adult Behavioral Health Therapeutic Home, and Adult Foster Care was created.
Implementation Date 10/01/21.

POST TRIBAL CONSULTATION NOTIFICATION AND PUBLIC COMMENT CHANGES:

ACOM Policy 415 Attachment G was revised to further clarify original changes after being posted for Tribal Consultation Notification/Public Comment on 06/03/21.

PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE

ACOM POLICY 101 – MARKETING

Refer to Revision Memo dated 05/03/21 for summary of changes.
Implementation Date 10/01/21.

ACOM POLICY 106 - CERTIFICATION OF MEDICARE ADVANTAGE ORGANIZATIONS SERVING DUAL ELIGIBLE MEMBERS

Refer to Revision Memo dated 05/18/21 for summary of changes.
Implementation Date 10/1/21.

ACOM POLICY 107 – STATE-CONTRACTED MEDICARE ADVANTAGE ORGANIZATION DUAL ELIGIBLE SPECIAL NEEDS PLANS

Refer to Revision Memo dated 05/18/21 for summary of changes.
Implementation Date 10/1/21.

ACOM POLICY 201 – MEDICARE COST SHARING FOR MEMBERS COVERED BY MEDICARE AND MEDICAID

Refer to Revision Memo dated 06/01/21 for summary of changes.
Implementation Date 10/1/21.

ACOM POLICY 320 - RESERVED

Refer to Revision Memo dated 03/02/21 for summary of changes.
Implementation Date 10/01/21.

ACOM POLICY 401 – CHANGE OF CONTRACTOR: AHCCCS COMPLETE CARE CONTRACTORS

Refer to Revision Memo dated 05/03/21 for summary of changes.
Implementation Date 10/01/21.

ACOM POLICY 404 - CONTRACTOR WEBSITE AND MEMBER INFORMATION

Refer to Revision Memo dated 07/15/21 for summary of changes.
Implementation Date 10/01/21.

ACOM POLICY 406 – MEMBER HANDBOOK AND PROVIDER DIRECTORY

Refer to Revision Memo dated 07/15/21 for summary of changes.
Implementation Date 10/01/21.

ACOM POLICY 412 – CLAIMS RECOUPMENTS AND REFUNDS

Refer to Revision Memo dated 05/18/21 for summary of changes.
Implementation Date 10/1/21.

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

Refer to Revision Memo dated 05/18/21 for summary of changes.
Implementation Date 10/01/21.

ACOM POLICY 429 - DIRECT CARE WORKER TRAINING AND TESTING PROGRAM

Refer to Revision Memo dated 10/01/19 for summary of changes.
Implementation Date Pending.

ACOM POLICY 433 – MEMBER IDENTIFICATION CARDS

Refer to Revision Memo dated 05/03/21 for summary of changes.
Implementation Date 10/01/21.

ACOM POLICY 436 – NETWORK STANDARDS

Refer to Revision Memo dated 07/15/21 for summary of changes.
Implementation Date 10/01/21.

ACOM POLICY 438 – ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION

Refer to Revision Memo dated 07/15/21 for summary of changes.
Implementation Date 10/01/21.

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

Refer to Revision Memo dated 05/18/21 for summary of changes.
Implementation Date 10/1/21.

ACOM POLICY 447 – EMPLOYMENT

Refer to Revision Memo dated 07/15/21 for summary of changes.
Implementation Date 10/01/21.

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

Refer to Revision Memo dated 06/17/21 for summary of changes.
Implementation Date 10/1/21.