

DATE: September 13th, 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 101 – MARKETING

Refer to Revision Memo dated 06/13/23.
Implementation Date 10/01/23.

CARRY OVER FROM THE APPROVED NOT YET EFFECTIVE:

No additional changes.

ACOM POLICY 301 - ALTCS E/PD PROGRAM TIERED RECONCILIATION

Refer to Revision Memo dated 06/21/23.
Implementation Date 10/01/23.

CARRY OVER FROM THE APPROVED NOT YET EFFECTIVE:

ACOM Policy 301 and Attachment A were revised to further clarify original changes after being posted under Approved Not Yet Effective on 06/21/23.

ACOM POLICY 311 - ACC AND ACC-RBHA PROGRAM TIERED RECONCILIATION

Refer to Revision Memo dated 06/21/23.
Implementation Date 10/01/23.

CARRY OVER FROM THE APPROVED NOT YET EFFECTIVE:

ACOM Policy 311 and Attachment A were revised to further clarify original changes after being posted under Approved Not Yet Effective on 06/21/23.

ACOM POLICY 314 – AUTO-ASSIGNMENT ALGORITHM

Refer to Revision Memo dated 08/31/23.
Implementation date 10/01/23.

CARRY OVER FROM THE APPROVED NOT YET EFFECTIVE:

No additional changes.

ACOM POLICY 325 – TARGETED INVESTMENTS PROGRAM 2.0

Refer to Revision Memo dated 07/20/23.
Implementation Date 10/01/23.

CARRY OVER FROM THE APPROVED NOT YET EFFECTIVE:
No additional changes.

ACOM POLICY 327 – PEDIATRIC SERVICES INITIATIVE

Refer to Revision Memo dated 05/16/23.
Implementation Date 10/01/23.

CARRY OVER FROM THE APPROVED NOT YET EFFECTIVE:
No additional changes.

ACOM POLICY 406 – MEMBER HANDBOOK AND PROVIDER DIRECTORY

Refer to Revision Memo dated 08/16/23.
Implementation Date 10/01/23.

CARRY OVER FROM THE APPROVED NOT YET EFFECTIVE:
No additional changes.

ACOM POLICY 416 – PROVIDER INFORMATION

Refer to revision memo dated 08/31/23.
Implementation date 10/01/23.

CARRY OVER FROM THE APPROVED NOT YET EFFECTIVE:
No additional changes.

ACOM POLICY 436 – NETWORK STANDARDS

Refer to revision memo date 08/31/23.
Implementation date 10/01/23.

CARRY OVER FROM THE APPROVED NOT YET EFFECTIVE:
No additional changes.

ACOM POLICY 438 – ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION

Refer to Revision Memo dated 08/16/23.

Implementation Date 10/01/23.

CARRY OVER FROM THE APPROVED NOT YET EFFECTIVE:

No additional changes.