

DATE: June 27th, 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 414 – REQUIREMENTS FOR SERVICE AUTHORIZATION DECISIONS AND NOTICES OF ADVERSE BENEFIT DETERMINATION

ACOM Policy 414 was revised to include a reference to the new Attachment D.

○ **ATTACHMENT A – NOTICE OF ADVERSE BENEFIT DETERMINATION TEMPLATE**

Attachment A was revised to include an attorney as a person who may assist with appealing decisions to align with National Committee Quality Assurance (NCQA) Accreditation standards.

POST PUBLIC COMMENT CHANGES:

Attachment A was further revised to include that anyone of the members' choosing may assist in an appeal after being posted for public comment on 05/03/24.

○ **ATTACHMENT B - LEGAL SERVICES PROGRAM**

Attachment B had no changes.

POST PUBLIC COMMENT CHANGES:

Attachment B was revised to edit the name and contact info for Disability Rights Arizona (formerly Arizona Disability Law) and the phone number for Tohono O'Odham Legal Services- Sells Profile after posting for public comment on 05/03/24.

○ **ATTACHMENT C - NOTICE OF EXTENSION TEMPLATE**

Attachment C had no changes.

○ **ATTACHMENT D - NOTICE OF ADVERSE BENEFIT DETERMINATION SELF-AUDIT SCORES AND EXECUTIVE SUMMARY**

Attachment D is a new Attachment for Notice of Adverse Benefit Determination Self-Audit Scores and Executive Summary to align with Contract requirements.

NEWLY ADDED TO APPROVED NOT YET EFFECTIVE

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

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**ACOM POLICY 403 – ENROLLMENT CHOICE IN A COUNTY WITH CHOICE AND CHANGE OF CONTRACTOR:
ARIZONA LONG TERM CARE SYSTEM CONTRACTORS**

ACOM Policy 403 was revised to clarify County With Choice definition and clarified choice is based on an applicant's County of Fiscal Responsibility. Additional minor formatting edits were made throughout.
Implementation Date 10/01/24.

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.