

DATE: July 30, 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 104 – CONTINUITY OF OPERATIONS AND RECOVERY PLAN

ACOM Policy 104 was revised for minor formatting, grammatical edits, and clarity.

ATTACHMENT A - CONTINUITY OF OPERATIONS AND RECOVERY PLAN CHECKLIST

Attachment A was revised for minor formatting and grammatical edits.

ACOM POLICY 301 CYE 23 AND 24 - ALTCS E/PD PROGRAM TIERED RECONCILIATION

ACOM Policy 301 was revised for minor formatting, grammatical edits, and clarity. Additional substantial changes include but are not limited to:

- Adding 'CYE 23 and CYE 24' to the policy number to distinguish from the updated ACOM Policy 301 that will be for '301 CYE 25 and forward'.
- Adding adjudication level status to the Net Medical Expense definition to assist in reminding the Contractors what encounters are in 31 adjudicated level.

ATTACHMENT A - ALTCS E/PD PROGRAM TIERED RECONCILIATION – EXAMPLE

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

POST PUBLIC COMMENT CHANGES that concluded on July 1, 2024: Additional revisions were made to ACOM Policy 301 based on Public Comment including:

- Alignment with Section 504 of the Rehabilitation Act.

ACOM POLICY 311 CYE 23 AND 24 – ACC AND ACC-RBHA PROGRAM TIERED RECONCILIATION

ACOM Policy 311 was revised for minor formatting, grammatical edits, and clarity. Additional substantial changes include but are not limited to:

- Adding 'CYE 23 and CYE 24' to the policy number to distinguish from the updated ACOM Policy 311 CYE 25 and Forward.
- Adding adjudication level status to the Net Medical Expense definition to assist in reminding the Contractors what encounters are in 31 adjudicated level.

POST PUBLIC COMMENT CHANGES that concluded on July 1, 2024: Additional revisions were made to ACOM Policy 311 based on Public Comment including:

- Alignment with Section 504 of the Rehabilitation Act.

ATTACHMENT A CYE 23 AND 24 - ALTCS E/PD PROGRAM TIERED RECONCILIATION – EXAMPLE

Attachment A title was revised to add CYE 23 and CYE 24 to the attachment number distinguish from the updates of CYE 25 and Forward Policy.

NEWLY ADDED TO APPROVED NOT YET EFFECTIVE

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

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

ACOM POLICY 311 CYE 25 AND FORWARD – ACC AND ACC-RBHA PROGRAM TIERED RECONCILIATION

Implementation Date 10/01/24

ACOM Policy 311 is a new policy that specifies the process and Contractor requirements regarding the ACC and ACC-RBHA Program Tiered Reconciliation for CYE 25 and forward. The reconciliation applies to dates of service effective on and after October 1, 2024.

POST PUBLIC COMMENT CHANGES that concluded on July 1, 2024: Additional revisions were made to ACOM Policy 311 based on Public Comment including:

- Alignment with Section 504 of the Rehabilitation Act.
- Correcting Max Contractor Profit to not be cumulative.
- Correcting Max Contractor Loss to not be cumulative.

ATTACHMENT A - ACC AND ACC-RBHA PROGRAM TIERED RECONCILIATION – EXAMPLE

Attachment A is a new attachment that contains a reconciliation template, and both a Profit and Loss Calculation example.

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

Implementation Date 10/01/24

ACOM Policy 415 was revised for minor formatting, grammatical edits, and clarity. Additional substantial changes include but are not limited to:

- Removed details of the Network Development and Management Plan (NDMP) from Policy and moved information to Attachment B.

ATTACHMENT A – NETWORK ATTESTATION STATEMENT

- Attachment A had no changes.

ATTACHMENT B – NETWORK DEVELOPMENT AND MANAGEMENT PLAN CHECKLIST

- Removed duplicative information and combined checklist items throughout Attachment B.
- Added NCQA statement for Accredited Contractors to indicate requirement may be deemed.
- Added new requirement for Contractor’s criteria and evaluation methodology to align with Contract requirements.
- Added new requirement for a description of how the Contractor intends to ensure access to members needing skilled nursing facilities or assisted living facilities to align with Contract requirements.

ATTACHMENT D – PROVIDER CHANGES REPORT

- Attachment D had no changes.

ATTACHMENT F – CENTERS OF EXCELLENCE REPORT AND CHECKLIST

Attachment F was revised to clarify requirements related to Centers of Excellence to align with Contract.

POST PUBLIC COMMENT CHANGES that concluded on July 4TH, 2024: Additional revisions were made to Attachments B and F based on Public Comment including:

- Attachment B was revised to clarify between overall and specialty Nursing Facilities.
- Attachment F was revised to clarify evaluation of the effectiveness of each Center of Excellence.

ACOM POLICY 433 – MEMBER IDENTIFICATION CARDS

Implementation Date 10/01/24

ACOM Policy 433 was revised for minor formatting, grammatical edits, and clarity.

ATTACHMENT A – TABLE OF REQUIREMENTS

Attachment A was revised to clarify CHP and DDD requirements are for Subcontracted Health Plans.

ACOM POLICY 436 – NETWORK STANDARDS

Implementation Date 10/01/24

ACOM Policy 436 was revised to include additional zip codes for Maricopa County and updated network standards to align with annual Contract requirements.

ATTACHMENT A – MINIMUM NETWORK REQUIREMENTS VERIFICATIONS TEMPLATE

Attachment A was revised to add a timeframe to Behavioral Health Residential Facility in the Time and Distance tab to establish a standard.

PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE

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 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 416 – PROVIDER MANUAL AND REQUIRED NOTIFICATIONS

Refer to Revision Memo dated 07/18/24.
Implementation date 10/01/24
