

**DATE:** September 27, 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](mailto: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, 1<sup>st</sup> 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.

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#### **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](#)**

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**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 305 CYE 25 – PERFORMANCE BOND AND EQUITY PER MEMBER REQUIREMENTS E/PD ONLY**

ACOM Policy 305 CYE 25 E/PD Only is a new Policy for E/PD Contractors. Policy was developed to distinguish it from ACOM Policy 305 CYE 25, for all other Lines of Business (LOB).

**ATTACHMENT A CYE 25 – PERFORMANCE BOND ANNUAL ATTESTATION STATEMENT**

Attachment A CYE 25 had no changes from previous year.

**ATTACHMENT B CYE 25 – PERFORMANCE BOND FORM**

Attachment B CYE 25 had no changes from previous year.

**ATTACHMENT C CYE 25 – INSTRUCTIONS FOR WIRE/ACH TRANSFERS OF FUNDS TO AHCCCS VIA ARIZONA STATE TREASURER**

Attachment C CYE 25 had no changes from previous year.

**ACOM POLICY 306 CYE 25 – ALTERNATIVE PAYMENT MODEL INITIATIVE – WITHHOLD AND QUALITY MEASURE PERFORMANCE INCENTIVE**

*Implementation Date 10/01/24*

ACOM Policy 306 was revised for minor formatting, grammatical edits, and clarity. Additional substantial changes include but are not limited to:

- Allowing flexibilities for AHCCCS to pause PMs as needed and request information and/or approval of a Contractor's intended spending of associated returned withhold.
- Allowing flexibilities for AHCCCS to implement alternatives to the PM withhold/incentive calculation as needed.

**ATTACHMENT A CYE 25 – ALTERNATIVE PAYMENT MODEL QUALITY MEASURES PERFORMANCE SCORES**

Attachment A was revised to update a measure example that is no longer active under Policy.

### **ATTACHMENT B CYE 25 – FEDERAL LIMIT TEST**

Attachment B was revised to add a statement at the top of each tab to indicate values, measures, and scenario are for illustrative purposes and update tab names to CYE 2025.

**POST PUBLIC COMMENT CHANGES that concluded on July 29, 2024:** Additional revisions were made to ACOM Policy 306 CYE 25 based on Public Comment including:

- Providing examples of scenarios whereby AHCCCS may implement alternatives to the PM withhold/incentive calculation.

### **ACOM POLICY 306 CYE 20 THROUGH CYE 22 – RESERVED**

ACOM Policy 306 CYE 20 through CYE 22, formerly titled “Alternative Payment Model Initiative – Withhold and Quality Measure Performance Incentive (CYE 20 through CYE 22)”, is reserved from the AHCCCS Contractor Operations Manual (ACOM) as policy is no longer applicable. Attachment(s) associated with this policy are also reserved and no longer applicable.

### **ACOM POLICY 307 CYE 20 THROUGH CYE 22 – RESERVED**

ACOM Policy 307 CYE 20 through CYE 22, formerly titled “Alternative Payment Model Initiative – Strategies and Performance-Based Payments Incentive (CYE 20 through CYE 22)”, is reserved from the AHCCCS Contractor Operations Manual (ACOM) as Policy is no longer applicable. Attachment(s) associated with this policy are also reserved and no longer applicable.

### **ACOM POLICY 308 – RESERVED**

ACOM Policy 308, formerly titled “Reconciliation of Title XIX Behavioral Health Prior Period Coverage Expenses for RBHAs”, is reserved from the AHCCCS Contractor Operations Manual (ACOM) as Policy is no longer applicable. Attachment(s) associated with this policy are also reserved and no longer applicable.

### **ACOM POLICY 311 CYE 19 THROUGH CYE 22 – RESERVED**

ACOM Policy 311 CYE 19 Through CYE 22, formerly titled “ACC Program Tiered Reconciliation (CYE 19 through CYE 22)” is reserved from the AHCCCS Contractor Operations Manual (ACOM) as Policy is no longer applicable. Attachment(s) associated with this policy are also reserved and no longer applicable.

### **ACOM POLICY 323 CYE 19 THROUGH CYE 22 AND NON-TITLE XIX/XXI PROFIT LIMIT (SFY 17 THROUGH SFY 23) – RESERVED**

ACOM Policy 323 (CYE 16 Through CYE 22) and Non-Title XIX XXI Profit Limit (SFY 17 Through SFY 23) is reserved from the AHCCCS Contractor Operations Manual (ACOM) as Policy is no longer applicable. Attachment(s) associated with this policy are also reserved and no longer applicable.

### **ACOM POLICY 447 – EMPLOYMENT**

ACOM Policy 447 was revised for minor formatting, grammatical edits, and clarity. Additional substantial changes include but are not limited to:

- Replacing term “Skills Checklist” with “Competency Evaluation Tool”
- Aligning language in the Interagency Service Agreement/Statewide Collaborative Protocols
- Replacing term “Transition to Employment (TTE)” with “Pathways to Employment”
- Updating title of employment training for new employees in the Learning Management System

### **ATTACHMENT A – RESERVED**

Attachment A, formerly titled “PRPR Specifications for ACC-RBHA and ACC Contractors” is reserved as attachment is no longer applicable to the Policy.

**POST PUBLIC COMMENT CHANGES that concluded on July 29, 2024:** Additional revisions were made to ACOM Policy 447 based on Public Comment including:

- Defining terminology for Arizona@Work
- Clarifying providers, supervisors, and/or staff are to achieve specified proficiencies listed in the competency evaluation tool and support opportunities for professional development.

### **ACOM POLICY 448 – RESERVED**

Effective 10/01/24, ACOM Policy 448 formerly titled “Permanent Supportive Housing” is reserved from the ACOM and relocated and renamed as AHCCCS Medical Policy Manual (AMPM) Policy 1710 - AHCCCS Housing Program. Refer to AMPM Revision Memo dated 07/30/24.

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### **POLICIES WITH AN EFFECTIVE DATE OF 10/01/24**

All of the below policies have been finalized for the effective date of 10/01/24.

#### **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 305 CYE 25 – PERFORMANCE BOND AND EQUITY PER MEMBER REQUIREMENTS**

Refer to Revision Memo dated 08/26/24.

*Implementation date 10/01/24.*

**ACOM POLICY 317 – CHANGE IN CONTRACTOR ORGANIZATIONAL STRUCTURE**

Refer to Revision Memo dated 08/13/24.

*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 326 – FIXED ADMINISTRATIVE COST COMPONENT RECONCILIATION FOR ACC AND ACC-RBHA**

Refer to Revision Memo dated 09/05/24.

*Implementation date 10/01/24.*

**ACOM POLICY 402 – MEMBER TRANSITION FOR ANNUAL ENROLLMENT CHOICE AND ELIGIBILITY CHANGES**

Refer to Revision Memo dated 08/26/24.

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

Refer to Revision Memo dated 07/30/24.

*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*

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

Refer to Revision Memo dated 08/26/24.

*Implementation date 10/01/24.*

**ACOM POLICY 421 – CONTRACT TERMINATION: NURSING FACILITIES AND ALTERNATIVE HOME AND COMMUNITY BASED SERVICES SETTINGS**

Refer to Revision Memo dated 08/13/24.

*Implementation Date 10/01/24*

**ACOM POLICY 433 – MEMBER IDENTIFICATION CARDS**

Refer to Revision Memo dated 07/30/24.

*Implementation Date 10/01/24*

**ACOM POLICY 436 – NETWORK STANDARDS**

Refer to Revision Memo dated 07/30/24.

*Implementation Date 10/01/24*

**ACOM POLICY 438 – ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION**

Refer to Revision Memo dated 08/13/24.

*Implementation Date 10/01/24*

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**UPDATES AND REVISIONS TO THE AHCCCS CONTRACT AND POLICY DICTIONARY**

*To view the Contract and Policy Dictionary, please access the following link:*

**[AHCCCS CONTRACT AND POLICY DICTIONARY](#)**

The following terms and/or definitions have been updated:

- Abuse - Of A Vulnerable Adult
- AHCCCS Contractor Operations Manual (ACOM)
- AHCCCS Housing Program
- AHCCCS Division of Managed Care Services (DMCS), Quality Improvement (QI) Team
- Appeal
- Arizona Long Term Care System (ALTCS)
- Behavioral Health Paraprofessional (BHPP)
- Behavioral Health Technician (BHT)
- Centers Of Excellence
- Child And Family Team (CFT)
- Corrective Action Plan (CAP)
- Cultural Competency

- Department Of Economic Security Division of Developmental Disabilities (DES DDD) Tribal Health Program (THP)
- Early And Periodic Screening, Diagnostic, And Treatment (EPSDT)
- Early Serious Mental Illness (ESMI)
- Enhanced Shelter
- External Quality Review (EQR)
- External Quality Review Organization (EQRO)
- First Episode Psychosis (FEP) Program
- Housing And Health Opportunities (H2O) Program Administrator
- Housing And Health Opportunities (H2O) Provider
- Individual With an Intellectual/Developmental Disability (IID/DD)
- Integrated Medical Record
- Integrated Rapid Response
- Medical/Surgical (M/S) Benefits
- Office Of Individual and Family Affairs (OIFA)
- Peer And Recovery Support Specialist (PRSS) – Credential
- Performance Improvement Project (PIP)
- Serious Emotional Disturbance (SED)
- Statewide Housing Administrator
- Substance Abuse
- Title XIX Member
- Tribal Arizona Long Term Care System (Tribal ALTCS)