

**DATE:** December 19, 2024  
**TO:** Holders of the AHCCCS Contractor Operations Manual (ACOM)  
**FROM:** Division of Managed Care Operations (DMCO) Contracts and Policy Unit  
**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: [DMCOContractsandPolicy@azahcccs.gov](mailto:DMCOContractsandPolicy@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.

#### **DIVISION OF DEVELOPMENTAL DISABILITIES TRIBAL HEALTH PROGRAM (DDD THP)**

Effective April 1, 2022, The Division of Developmental Disabilities (DDD) Tribal Health Program (THP) that is the Fee-For-Service health plan which administers physical health, behavioral health, and Long-Term care Services and Supports (LTSS) for DDD-THP enrolled American Indian/Alaska Native members. Responsibility for managing acute Physical/Behavioral Health/Children's Rehabilitative Services (CRS), and THP members with a Serious Mental Illness (SMI) designation was transitioned to AHCCCS. AHCCCS is in the process of revising all pertinent documents to reflect this new change.

#### **CONTRACT NAME CHANGE**

Effective October 1, 2022, the Regional Behavioral Health Authority (RBHA) for the Managed Care Organization 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**

Effective May 1, 2024, The Office for Civil Rights (OCR) finalized the rule that prohibits discrimination on the basis of disability. AHCCCS is in the process of revising all pertinent documents 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 NEW AGENCY STRUCTURE**

Effective May 3, 2024, AHCCCS unveiled a new Agency structure. AHCCCS is in the process of revising all pertinent documents to reflect the new Division titles. For complete details related to the new Agency structure, please see the press release found on the AHCCCS website under [News & Press Releases](#).

#### **STATEWIDE BRANDING**

Effective August 23, 2024, Arizona announced a statewide branding effort. AHCCCS is in the process of revising all pertinent documents to reflect the new AHCCCS Logo, colors, and design elements.

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**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](#)**

Effective August 2, 2021, AHCCCS created a Dictionary that 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 will be added to applicable policies. AHCCCS is in the process of adding an area within the Definition Section of all policies that identifies but is not limited to some common 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. There are instances when 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'. AHCCCS is in the process of revising all pertinent documents to reflect this change.

*To view the AHCCCS Related Acronyms found on the AHCCCS website, please access the following link:*

**[AHCCCS RELATED ACRONYMS](#)**

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

**ACOM POLICY 307 CYE 25 – ALTERNATIVE PAYMENT MODEL INITIATIVE – STRATEGIES AND PERFORMANCE-BASED PAYMENTS INCENTIVE**

ACOM Policy 307 CYE 25 was revised for minor formatting, grammatical edits, and clarity. Additional substantial changes include but are not limited to:

- Adding Learning and Action Network - Alternative Payment Model (LAN-APM) Target Requirements for CYE 25.
- Adding CYE 25 sub-requirement for LAN-APM categories 3 and 4.
- Adding requirements to address health disparities identified through the use of stratified performance measure data and/or other strategies.
- Clarifying qualifying criteria for APM Strategies.
- Adding language to emphasize the Contractor's role in provider-level monitoring and oversight, and AHCCCS' ability to request related information.
- Adding language to encourage the use of supplemental data sources.
- Adding requirements to comply with upcoming Medicaid Managed Care Rules (MMCR).

**ATTACHMENT A CYE 25 – LEARNING ACTION NETWORK – ALTERNATIVE PAYMENT MODEL  
FRAMEWORK STRATEGIES**

Attachment A CYE 25 was updated to reflect the current Alternative Payment Model (APM) Framework.

**POST PUBLIC COMMENT CHANGES that concluded on November 21, 2024:** Additional revisions were made to ACOM Policy 307 CYE 25 based on public comment including but not limited to:

- Clarifying AHCCCS strongly encourages the Contractor to align APM performance measure calculations to adhere to the measure stewards' (e.g., National Committee for Quality Assurance [NCQA]) technical specifications, to the extent feasible.
- Clarifying the Contractor shall not use attestations as supporting documentation for provider incentive data used for incentive calculations.

*To view all ACOM policies and attachments, please access the following link:*

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

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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:**

- Group Home
- Targeted Investment (TI) - Program