

**CONTRACT SECTION F, ATTACHMENT F3, CONTRACTOR CHART OF DELIVERABLES**  
**DCS/CHP**  
**EFFECTIVE OCTOBER 1, 2021**

Area	Timeframe	Report	When Due	Contract Section/ Paragraph	Reference/Policy	Checklist-Template-Reporting Form	Submitted Via
DBF/TPL UNIT	Ad Hoc	Third Party Liability Reporting - Involving Commercial Insurance Payor Sources: TPL Leads File or Via the TPL Referral Web Portal	Within 10 days of discovery	D,53	AHCCCS Technical Interface Guidelines	N/A	AHCCCS FTP to AHCCCS ISD or TPL Referral Web Portal: <a href="http://ecenter.hmsy.com/">ecenter.hmsy.com/</a> to AHCCCS TPL Contractor (HMS)
DBF/TPL UNIT	Ad Hoc	Total Plan Case Settlement Reporting via the Settlement Notification Form	Within 10 business days from the settlement date	D,53	ACOM Policy 434	ACOM Policy 434, Attachment A	Email, Fax, or mail submission to AHCCCS TPL Management Analyst
DBF/TPL UNIT	Monthly	Total Plan Case Settlement Reporting via Monthly File (When reporting, Contractors must use the monthly file or the ad hoc form)	20th day of the month	D,53	ACOM Policy 434	ACOM Policy 434, Attachment A	Email, Fax, or mail submission to AHCCCS TPL Management Analyst
DBF/TPL UNIT	Ad Hoc	Third Party Liability Reporting - Other Third Party Liability Recoveries: For Determination of a Mass Tort, Total Plan Case, or Joint Case	Within 10 days of discovery	D,53	AHCCCS Technical Interface Guidelines	N/A	Email, Fax, or mail submission to AHCCCS TPL Contractor (HMS)
DCAIR/OFFICE OF INDIVIDUAL AND FAMILY AFFAIRS	Quarterly	Roster of Peer and Family Committee Members	15 days after the end of each quarter	D,5	N/A	Reporting Form as provided by DCAIR, OIFA Bureau Chief	SharePoint
DCAIR/OFFICE OF INDIVIDUAL AND FAMILY AFFAIRS	Ad Hoc	OIFA Strategic Plan	Upon request	D,14	N/A	N/A	SharePoint
DCAIR/OFFICE OF INDIVIDUAL AND FAMILY AFFAIRS	Ad Hoc	New Peer-Run and/or Family-Run Organization Request Form	As needed	D,5	N/A	Reporting Form as provided by DCAIR, OIFA Bureau Chief	SharePoint
DCAIR/OFFICE OF INDIVIDUAL AND FAMILY AFFAIRS	Quarterly	Credentialed Parent/Family Support Specialist Involvement in Service Delivery	15 days after the end of each quarter	D,5	AMPM Policy 964	AMPM Policy 964, Attachment A	SharePoint
DCAIR/OFFICE OF INDIVIDUAL AND FAMILY AFFAIRS	Quarterly	Peer/Recovery Support Specialist Involvement in Service Delivery	15 days after the end of each quarter	D,5	AMPM Policy 963	AMPM Policy 963, Attachment A	SharePoint
DGA/GRANTS	Semi-Annually	OUD Provider List	January 1; July 1	D,10	N/A	Reporting Form as Provided by the Grants Administrator	SharePoint
DHCM/CLINICAL RESOLUTION	Ad Hoc	Survivors of Sex Trafficking Outreach Activity Results	Within seven days of notification	D,22	N/A	N/A	Email to the Clinical Resolution Specialist
DHCM/CLINICAL RESOLUTION	Ad Hoc	Contractor Response to AHCCCS Regarding Member Grievances (Response to Problem Resolution)	Initial 2 to 72 hour response as indicated by complaint urgency	D,24	N/A	N/A	Email to DHCM Clinical Resolution Specialist
DHCM/FINANCE	Ad Hoc	Change in Contractor Organizational Structure: Automatic Clearing House (ACH) Vendor Authorization Form	45 days prior to the effective date and commencement of operations	D,48	ACOM Policy 317	<a href="https://www.azahcccs.gov/PlansProviders/RatesAndBilling/FFS/directdeposit.html">https://www.azahcccs.gov/PlansProviders/RatesAndBilling/FFS/directdeposit.html</a>	SharePoint

DHCM/FINANCE	Ad Hoc	Corporate Cost Allocation Plans and Adjustment in Management Fees	Prior approval required	D,35	AHCCCS Financial Reporting Guide	N/A	SharePoint
DHCM/FINANCE	Ad Hoc	Nursing Facility Contracted Rates for Reinsurance	30 days after a nursing facility rate change	D,52	AHCCCS Reinsurance Policy Manual	N/A	Email to: <a href="mailto:dhcmreinsurance@azahcccs.gov">dhcmreinsurance@azahcccs.gov</a>
DHCM/FINANCE	Ad Hoc	Physician Incentives: Contractual Arrangements with Substantial Financial Risk	45 days prior to implementation of the Contract	D,40	N/A	N/A	SharePoint
DHCM/FINANCE	Ad Hoc	Proposed Rates and Adjustments	60 or 90 days in Advance of Implementation (refer to Contract Section D)	D, 25; D,49	N/A	N/A	SharePoint
DHCM/FINANCE	Ad Hoc	Related Parties or Affiliates Advances, Loans, Loan Guarantees, Investments, Profit Sharing, or Equity Distributions	30 days prior to disbursement of funds	D,45	AHCCCS Financial Reporting Guide	N/A	Email notification to DHCM Finance Manager
DHCM/FINANCE	Annually	APM Strategies Certification (Final), Structured Payment File, and APM indicator	April 30 (19 months of the end of the measurement year)	D,71	ACOM Policy 306; ACOM Policy 307	ACOM Policy 307, Attachment B	Email notification to DHCM Value Based Purchasing Analyst
DHCM/FINANCE	Annually	APM Strategies Certification (Initial)	April 1 of the measurement year	D,71	ACOM Policy 306; ACOM Policy 307	ACOM Policy 307, Attachment B	Email notification to DHCM Value Based Purchasing Analyst
DHCM/FINANCE	Annually	APM Strategies Certification (Initial)	June 30 after the end of the measurement year	D,71	ACOM Policy 306; ACOM Policy 307	ACOM Policy 307, Attachment B	Email notification to DHCM Value Based Purchasing Analyst
DHCM/FINANCE	Annually	Capitation Rate Setting Actuarial Data Request	Two weeks after request	D,49	N/A	N/A	FTP Server with email notification to: <a href="mailto:DHCM/Finance:Managed_Care_Finance@azahcccs.gov">DHCM/Finance:Managed_Care_Finance@azahcccs.gov</a>
DHCM/FINANCE	Annually	CHP Subcontracted Health Plan Reconciliation	No later than 18 months after the end of the contract year	D,5049	N/A	N/A	FTP Server
DHCM/FINANCE	Annually	Community Reinvestment Plan	November 30	D,49	AHCCCS Financial Reporting Guide	N/A	SharePoint
DHCM/FINANCE	Annually	Community Reinvestment Report	June 30 following the contract year end	D,49	AHCCCS Financial Reporting Guide	N/A	SharePoint
DHCM/FINANCE	Annually	Contract Year Annual Supplement	November 29	D,49	AHCCCS Financial Reporting Guide	AHCCCS Financial Reporting Guide	SharePoint
DHCM/FINANCE	Annually	Draft Audit Financial Adjustments (Flat File)	90 days after the Contract Year End (12/29)	D,49	AHCCCS Financial Reporting Guide	N/A	FTP Server
DHCM/FINANCE	Annually	Draft Audit Financial Information for Contractor (Flat File)	90 days after the Contract Year End (12/29)	D,49	AHCCCS Financial Reporting Guide	N/A	FTP Server
DHCM/FINANCE	Annually	Draft Audit Financial Reporting Package	90 days after the end of the Contractor's fiscal year end (12/29)	D,49	AHCCCS Financial Reporting Guide	N/A	SharePoint
DHCM/FINANCE	Annually	Final Audit Financial Adjustments (Flat File)	120 days after the Contract Year End (1/28)	D,49	AHCCCS Financial Reporting Guide	N/A	FTP Server
DHCM/FINANCE	Annually	Final Audit Financial Information for Contractor (Flat File)	120 days after the Contract Year End (1/28)	D,49	AHCCCS Financial Reporting Guide	N/A	FTP Server
DHCM/FINANCE	Annually	Final Audit Financial Reporting Package	120 days after the Contractor's fiscal year end (1/28)	D,49	AHCCCS Financial Reporting Guide	N/A	SharePoint

DHCM/FINANCE	Annually	Medical Loss Ratio Report and Attestation	April 1 following the year end	D,49	AHCCCS Financial Reporting Guide	N/A	SharePoint
DHCM/FINANCE	Annually	Nursing Facility Contracted Rates for Reinsurance	October 1	D,52	AHCCCS Reinsurance Policy Manual	N/A	Email to: <a href="mailto:dhcmreinsurance@azahcccs.gov">dhcmreinsurance@azahcccs.gov</a>
DHCM/FINANCE	Annually	Performance Measure and MLR Report	March 15 (2.5 months after the end of the measurement year)	D,71	ACOM Policy 307	ACOM Policy 307, Attachment C and Attachment D	Email Notification to the DHCM Value Based Purchasing Analyst
DHCM/FINANCE	Quarterly	Cost Avoidance Savings Recovery Report	45 days after the reporting quarter: (Oct - Dec: Due Feb 14)	D,53	AHCCCS Program Integrity Reporting Guide	N/A	SharePoint
DHCM/FINANCE	Quarterly	Financial Reporting Package	60 days after the end of each quarter: (Oct - Dec: Due March	D,49	AHCCCS Financial Reporting Guide	N/A	SharePoint
DHCM/FINANCE	Quarterly	FQHC Member Information	60 days after the end of each quarter: (Oct - Dec: Due March 1) (Jan - March: Due May 30) (Apr - June: Due August 29) (July - Sept: Due Nov 29)	D,32	AHCCCS Financial Reporting Guide	N/A	SharePoint
DHCM/FINANCE	Quarterly	Premium Tax Reporting	March 15; June 15; September 15; December 15	D,49	ACOM Policy 304	<a href="https://insurance.az.gov/insurance/taxes/ahcccs-contractor">https://insurance.az.gov/insurance/taxes/ahcccs-contractor</a>	SharePoint
DHCM/FINANCE	Quarterly	Unaudited Financial Information for Contractor (Flat File)	60 days following the end of each quarter: (Oct - Dec: Due March 1) (Jan - March: Due May 30) (Apr - June: Due August 29) (July - Sept: Due Nov 29)	D,49	AHCCCS Financial Reporting Guide	N/A	FTP Server
DHCM/FINANCE	Quarterly	Verification of Receipt of Paid Services	15th day after the end of the quarter that follows the	D,49	ACOM Policy 424	ACOM Policy 424, Attachment A	SharePoint
DHCM/MCH/EPSTD	Ad Hoc	AHCCCS Certificate of Necessity for Pregnancy Termination & AHCCCS Verification of Diagnosis by Contractor for Pregnancy Termination Requests	Within 10 days of identification	D,8	AMPM Policy 410	AMPM Policy 410, Attachment C and Attachment D	SharePoint
DHCM/MCH/EPSTD	Ad Hoc	Sterilization Reporting	Within 10 days of identification	D,8	AMPM Policy 420	AMPM Policy 420, Attachment B	SharePoint
DHCM/MCH/EPSTD	Ad Hoc	Stillbirth Supplement Request	Within six months from the delivery date	D,8	AMPM Policy 410	AMPM Policy 410, Attachment B	SharePoint
DHCM/MCH/EPSTD	Annually	Dental Program Plan (inclusive of Work Plan and Work Plan Evaluation)	August 15	D,8	AMPM Policy 431	AMPM Policy 431, Attachment B	SharePoint
DHCM/MCH/EPSTD	Annually	EPSTD Program Plan (inclusive of Work Plan and Work Plan Evaluation)	August 15	D,8	AMPM Policy 430	AMPM Exhibit 2B	SharePoint
DHCM/MCH/EPSTD	Semi-Annually	Number of Pregnant Women who are HIV/AIDS-Positive	30 days after the reporting periods of: [10/1 through 3/31] & [4/1 through 9/30]	D,21	AMPM Policy 410	AMPM Policy 410, Attachment A	SharePoint
DHCM/MCH/EPSTD	Ad Hoc	Pregnancy Termination Report	Within 10 days of identification	D,8	AMPM Policy 410	AMPM Policy 410, Attachment E	SharePoint
DHCM/MCH/EPSTD	Annually	Maternity and Family Planning Services Program Plan (inclusive of Work Plan and Work Plan Evaluation)	August 15	D,21	AMPM Policy 420	AMPM Exhibit 2A	SharePoint

DHCM/MCH/EPST	Quarterly	EPST and Adult Monitoring Report	Suspended	D,22	AMPM Policy 430	AMPM Appendix A	SharePoint
DHCM/MEDICAL MANAGEMENT	Ad Hoc	Catastrophic Reinsurance Request	Within 30 days for a newly enrolled member to plan or newly diagnosed	D,52	AHCCCS Reinsurance Policy Manual	AHCCCS Reinsurance Form - Request for Catastrophic Reinsurance <a href="https://www.azahcccs.gov/PlansProviders/HealthPlans/Reinsurance/">https://www.azahcccs.gov/PlansProviders/HealthPlans/Reinsurance/</a> Letter and Supporting Medical Documentation	Right Fax
DHCM/MEDICAL MANAGEMENT	Ad Hoc	Changes to Interventions and Parameters to Contractor's Exclusive Pharmacy and/or Single Prescriber Process	30 days prior to implementation	D,22	AMPM Policy 310-FF; AMPM Policy 1025	AMPM Policy 1025, Attachment A	SharePoint
DHCM/MEDICAL MANAGEMENT	Ad Hoc	Mental Health Parity Deficiencies Report	Within 5 business days of identifying the deficiency	D,10	ACOM Policy 110	Reporting Form as provided by DHCM, Medical Management Manager	SharePoint
DHCM/MEDICAL MANAGEMENT	Ad Hoc	Transplant Reinsurance Request	Within 30 days of the first component of the transplant	D,52	AHCCCS Reinsurance Policy Manual	AHCCCS Reinsurance Form - Request for Transplant Reinsurance <a href="https://www.azahcccs.gov/PlansProviders/HealthPlans/Reinsurance/">https://www.azahcccs.gov/PlansProviders/HealthPlans/Reinsurance/</a>	Right Fax
DHCM/MEDICAL MANAGEMENT	Annually	Documentation Supporting Compliance with Mental Health Parity	August 15	D,10	ACOM Policy 110	Reporting Form as provided by DHCM, Medical Management Manager	SharePoint
DHCM/MEDICAL MANAGEMENT	Annually	Drug Utilization Review	30 days after receipt of the questions from AHCCCS	D,21	N/A	N/A	SharePoint
DHCM/MEDICAL MANAGEMENT	Annually	High Cost Behavioral Health Report	December 15 (for July 1 - June 30 timeframe)	D,23	N/A	N/A	SharePoint
DHCM/MEDICAL MANAGEMENT	Annually	Medical Management Program Plan (inclusive of Work Plan and Work Plan Evaluation)	August 15	D,22	AMPM Policy 1010	AMPM Policy 1010, Attachment A and Attachment B	SharePoint
DHCM/MEDICAL MANAGEMENT	Annually	Catastrophic Reinsurance and Crossover Member List	By October 30 of each contract year	D,52	AHCCCS Reinsurance Policy Manual	Request for Catastrophic Reinsurance Form Letter and Member List Template	SharePoint
DHCM/MEDICAL MANAGEMENT	Annually	Transplant Reinsurance Crossover Member List	By October 30 of each contract year	D,52	AHCCCS Reinsurance Policy Manual	Request for Catastrophic Reinsurance Form Letter and Member List Template	SharePoint
DHCM/MEDICAL MANAGEMENT	Monthly	24 Hours Post Medical Clearance ED Report	15 days after the end of each month	D,23	AMPM Policy 1021	AMPM Policy 1021, Attachment B	SharePoint
DHCM/MEDICAL MANAGEMENT	Quarterly	DME Service Delivery Reporting	20 days after the end of each quarter	D,25	AMPM Policy 310-P	AMPM Policy 310-P, Attachment A	SharePoint
DHCM/MEDICAL MANAGEMENT	Quarterly	Inpatient Hospital Showings Report	15 days after the end of each quarter	D,22	AMPM Policy 1020	N/A	SharePoint
DHCM/MEDICAL MANAGEMENT	Quarterly	Justice System Reach-in Monitoring Report	15 days after the end of each quarter	D,22	AMPM Policy 1022	AMPM Policy 1022, Attachment A	SharePoint
DHCM/MEDICAL MANAGEMENT	Quarterly	Pharmacy and/or Prescriber - Member Assignment Report	15 days after the end of each quarter	D,22	AMPM Policy 310-FF; AMPM Policy 1025	AMPM Policy 1025, Attachment A	SharePoint
DHCM/MEDICAL MANAGEMENT	Quarterly	Transplant Log	15 days after the end of each quarter	D,22	AHCCCS Reinsurance Policy Manual	AHCCCS Reinsurance Manual, Reinsurance Form, Quarterly Transplant Log	SharePoint

DHCM/MEDICAL MANAGEMENT	Quarterly	NOA Self-Audit Scores and Executive Summary	45 days after the end of each quarter	D,8	ACOM Policy 414	Reporting Form as provided by DHCM, Medical Management Manager	SharePoint
DHCM/MEDICAL MANAGEMENT	Semi-Annually	Emergency Department Diversion Summary	April 15; October 15	D,22	AMPM Policy 1021	AMPM Policy 1021, Attachment C	SharePoint
DHCM/MEDICAL MANAGEMENT (PHARMACY DIRECTOR)	Annually	Drug Utilization Review Survey	June 1	D,21	N/A	N/A	SharePoint
DHCM/NETWORK	Ad Hoc	Appointment Availability Review Methods	30 days prior to implementation of the proposed method	D,31	ACOM Policy 417	N/A	SharePoint
DHCM/NETWORK	Ad Hoc	Material Change to Provider Network	60 days prior to expected implementation of the change	D,27	ACOM Policy 439	ACOM Policy 439, Attachment A	SharePoint
DHCM/NETWORK	Ad Hoc	Proposed Alternative Multi-Specialty Interdisciplinary Care Providers	60 days prior to implementation	D,24	ACOM Policy 436	N/A	SharePoint
DHCM/NETWORK	Ad Hoc	Request for Exception to Network Standards	Immediately upon identification	D,25	ACOM Policy 436	N/A	SharePoint
DHCM/NETWORK	Ad Hoc	Unexpected Material Change to Provider Network - Analysis	Within one week of the 'Unexpected Material Change to Provider Network – Notification	D,27	N/A	N/A	SharePoint
DHCM/NETWORK	Ad Hoc	Unexpected Material Change to Provider Network - Notification	Within one business day	D,27	N/A	N/A	SharePoint
DHCM/NETWORK	Annually	Provider Network Development and Management Plan	December 15	D,25	ACOM Policy 415	ACOM Policy 415, Attachment B	SharePoint
DHCM/NETWORK	Quarterly	Appointment Availability Review	30 days after the end of each quarter	D,31	ACOM Policy 417	ACOM Policy 417, Attachment A	SharePoint
DHCM/NETWORK	Quarterly	Therapeutic Foster Care, Adult Behavioral Health Therapeutic Home, and Adult Foster Care Report	55 days after the end of each quarter	D,27	ACOM Policy 415	ACOM Policy 415, Attachment G	SharePoint
DHCM/NETWORK	Semi-Annually	Minimum Network Requirements Verification Template	May 15; November 15	D,27	ACOM Policy 436	ACOM Policy 436, Attachment A	SharePoint
DHCM/NETWORK	Ad Hoc	Provider/Network Changes Due to Rates Report	Within 30 days of identification of a provider change due to rates	D,27	ACOM Policy 415	ACOM Policy 415, Attachment D	SharePoint
DHCM/NETWORK	Semi-Annually	Provider Affiliation Transmission (PAT)	April 15; October 15	D,26	AHCCCS Provider Affiliation Transmission Manual	N/A	FTP server with email notification to DHCM Network Administrator
DHCM/OFFICE OF WORKFORCE DEVELOPMENT	Annually	Network Workforce Development Plan	December 15	D,25	ACOM Policy 407	ACOM Policy 407, Attachment A	SharePoint
DHCM/OPERATIONS	Ad Hoc	Administrative Services Subcontractor Non-Compliance Reporting	Within 30 days of discovery	D,35	ACOM Policy 438	N/A	SharePoint
DHCM/OPERATIONS	Ad Hoc	Administrative Services Subcontracts	60 days prior to the beginning date of the subcontract	D,35	ACOM Policy 438	ACOM Policy 438, Attachment A	SharePoint
DHCM/OPERATIONS	Ad Hoc	Change in Contractor Organizational Structure: Notification	180 days prior to the effective date	D,48	ACOM Policy 317	N/A	SharePoint

DHCM/OPERATIONS	Ad Hoc	Change in Contractor Organizational Structure: Transition Plan Final Documents	90 days prior to the effective date	D,48	ACOM Policy 317	N/A	SharePoint
DHCM/OPERATIONS	Ad Hoc	Change in Contractor Organizational Structure: Transition Plan Initial Documents	180 days prior to the effective date	D,48	ACOM Policy 317	N/A	SharePoint
DHCM/OPERATIONS	Ad Hoc	CHP Subcontracted Health Plan Contract Amendments (with redline/tracked changes version)	Upon issuance of the Final Contract to CHP Subcontracted Health Plan	D,29	N/A	N/A	SharePoint
DHCM/OPERATIONS	Ad Hoc	CHP Subcontracted Health Plan RFP and RFP Amendments	At the time they are formally issued to the Public	D,29	N/A	N/A	SharePoint
DHCM/OPERATIONS	Ad Hoc	Claim Recoupments >12 Months from Original Payment	Upon identification by Contractor	D,36	ACOM Policy 412	N/A	SharePoint
DHCM/OPERATIONS	Ad Hoc	Completed Change in Contractor Organizational Structure: Documents Required after AHCCCS Approval	Within 120 days of the completed change in Contractor organizational structure	D,48	ACOM Policy 317	N/A	SharePoint
DHCM/OPERATIONS	Ad Hoc	Contractor Request to Add Organizations to Attachment A, Organizations Recognized by AHCCCS	30 days prior to intended use	D,15	ACOM Policy 404	ACOM Policy 404, Attachment A	SharePoint
DHCM/OPERATIONS	Ad Hoc	Data Processes for Recoupments	120 days from receipt of approval	D,36	ACOM Policy 412	N/A	SharePoint
DHCM/OPERATIONS	Ad Hoc	ID Cards requiring AHCCCS Approval	45 days prior to dissemination	D,15	ACOM Policy 433	N/A	SharePoint
DHCM/OPERATIONS	Ad Hoc	Independent Audits of Claims Payment/Health Information Systems	Upon request by AHCCCS	D,36	N/A	N/A	SharePoint
DHCM/OPERATIONS	Ad Hoc	Key Staff: Contact Information Change	Within one business day of the change	D,14	N/A	N/A	SharePoint
DHCM/OPERATIONS	Ad Hoc	Key Staff: Key Position Change	Within 7 days of learning of resignation	D,14	N/A	N/A	SharePoint
DHCM/OPERATIONS	Ad Hoc	Key Staff: Notification of Moving Functions Out of State	60 days prior to proposed change	D,14	N/A	N/A	SharePoint
DHCM/OPERATIONS	Ad Hoc	Material Change to Business Operations	60 days prior to expected implementation of the change	D,41	ACOM Policy 439	ACOM Policy 439, Attachment A	SharePoint
DHCM/OPERATIONS	Ad Hoc	Member Information Materials	15 days prior to release	D,16	ACOM Policy 404	N/A	SharePoint
DHCM/OPERATIONS	Ad Hoc	Non-AHCCCS Required Survey Notification	15 days prior to conducting the survey	D,17	N/A	N/A	SharePoint
DHCM/OPERATIONS	Ad Hoc	Non-AHCCCS Required Survey Results	45 days after the completion	D,17	N/A	N/A	SharePoint
DHCM/OPERATIONS	Ad Hoc	Notification of Change to Website, Member Handbook, and/or Formulary URL	Within one business day	D,16	ACOM Policy 404	N/A	SharePoint

DHCM/OPERATIONS	Ad Hoc	Provider Advances, Loans, Loan Guarantees, or Investments	10 Days prior to disbursement of funds	D,45	ACOM Policy 418	N/A	SharePoint
DHCM/OPERATIONS	Ad Hoc	Repayment of Advances,-Loans, Loan Guarantees, or Investments	Upon completion of repayment or six months from date of AHCCCS approval, whichever comes first	D,45	ACOM Policy 418	N/A	SharePoint
DHCM/OPERATIONS	Ad Hoc	Requests for Changes to Dental Prior Authorization Requirements	As Identified	D,9	AMPM Policy 431	N/A	SharePoint
DHCM/OPERATIONS	Ad Hoc	Requests for Changes to Uniform Warranty Requirements	As identified	D,8	AMPM Policy 431	N/A	SharePoint
DHCM/OPERATIONS	Ad Hoc	Single Claim Recoupments >\$50,000	Submit for approval 30 days prior to anticipated date of distribution	D,36	ACOM Policy 412	N/A	SharePoint
DHCM/OPERATIONS	Ad Hoc	Social Networking Applications Listing with URLs (if participating in Social Networking Activities)	Within 30 days of any changes	D,16	ACOM Policy 425	ACOM Policy 425, Attachment A	SharePoint
DHCM/OPERATIONS	Ad Hoc	Social Networking Attestation and Applications Listing with URLs (if Participating in Social Networking Activities)	Within 90 days of the start of the Contract Year	D,16	ACOM Policy 425	ACOM Policy 425, Attachment A	SharePoint
DHCM/OPERATIONS	Ad Hoc	System Change Plan	Six months prior to expected implementation	D,60	N/A	N/A	SharePoint
DHCM/OPERATIONS	Ad Hoc	Telephone Performance Measures	15 days after the month of noncompliance	D,23	ACOM Policy 435	ACOM Policy 435, Attachment A	SharePoint
DHCM/OPERATIONS	Annually	Administrative Services Subcontractor Evaluation Report	Within 90 days of the start of the Contract Year	D,35	ACOM Policy 438	ACOM Policy 438, Attachment B	SharePoint
DHCM/OPERATIONS	Annually	Continuity of Operations and Recovery Plan Summary	15 days after the start of the Contract Year	D,68	ACOM Policy 104	ACOM Policy 104, Attachment A	SharePoint
DHCM/OPERATIONS	Annually	Cultural Competency Plan Assessment	45 days after the start of the Contract Year	D,18	ACOM Policy 405	ACOM Policy 405, Attachment A	SharePoint
DHCM/OPERATIONS	Annually	Key Staff: Organization Chart, Functional Organization Chart, Listing of All Key Staff Information	15 days after the start of the Contract Year	D,14	N/A	N/A	SharePoint
DHCM/OPERATIONS	Annually	Language Access Plan	45 days after the start of the Contract Year	D,16	ACOM Policy 405	ACOM Policy 405, Attachment A	SharePoint
DHCM/OPERATIONS	Annually	Member Advisory Council Plan	December 15	D,8	ACOM Policy 449	N/A	SharePoint
DHCM/OPERATIONS	Annually	Member Handbook	August 1	D,16	ACOM Policy 406	ACOM Policy 406, Attachment A	SharePoint
DHCM/OPERATIONS	Annually	Member Information Attestation Statement	45 days after the start of the Contract Year	D,16	ACOM Policy 404	ACOM Policy 404, Attachment C	SharePoint
DHCM/OPERATIONS	Annually	Website Certification	45 days after the start of the Contract Year	D,16	ACOM Policy 404	ACOM Policy 404, Attachment B	SharePoint
DHCM/OPERATIONS	Annually	Member Handbook (Final Approved Version)	On or before the start of the contract year	D,16	ACOM Policy 406	ACOM Policy 406, Attachment A	SharePoint
DHCM/OPERATIONS	Monthly	Claims Dashboard	30th day of the month following the reporting period	D,36	AHCCCS Claims Dashboard Reporting Guide	N/A	SharePoint

DHCM/OPERATIONS	Monthly	Corrected Pended Encounter Data	Monthly, according to established schedule	D,60	AHCCCS Encounter Manual	N/A	FTP server
DHCM/OPERATIONS	Monthly	Grievance and Appeal System Report	10th of the 2nd Month following the month Being Reported	D,24	AHCCCS Grievance and Appeal System Reporting Guide	N/A	SharePoint
DHCM/OPERATIONS	Quarterly	DCS and Adopted Children Services Reporting: Access to Services	30 days after the end of each quarter	D,8	ACOM Policy 449	ACOM Policy 449, Attachment A	SharePoint
DHCM/OPERATIONS	Quarterly	Plan Voids	15 days after the end of each quarter	D,60	AHCCCS Encounter Manual	N/A	FTP server
DHCM/OPERATIONS	Quarterly	Telephone Performance Measures	15th day of the month following the reporting quarter	D,23	ACOM Policy 435	ACOM Policy 435, Attachment A	SharePoint
DHCM/OPERATIONS	Quarterly	DCS and Adopted Children Services Reporting: Calls and Emails and Rapid Response Reconciliation	45 days after the reporting quarter	D,8	ACOM Policy 449	ACOM Policy 449, Attachment B	SharePoint
DHCM/OPERATIONS	Semi-Annually	Member Newsletter	30 days prior to intended publication date	D,16	ACOM Policy 406; ACOM Policy 404	N/A	SharePoint
DHCM/OPERATIONS	Monthly	New Day Encounter	Monthly, according to established schedule	D,60	AHCCCS Encounter Manual	N/A	FTP server
DHCM/OPERATIONS	Quarterly	Encounter Submission and Tracking	15 days after the end of each quarter	D,60	AHCCCS Encounter Manual	N/A	FTP server
DHCM/OPERATIONS	Quarterly	Plan Overrides	15 days after the end of each quarter	D,60	AHCCCS Encounter Manual	<a href="https://www.azahcccs.gov/PlansProviders/HealthPlans/encounters.html">https://www.azahcccs.gov/PlansProviders/HealthPlans/encounters.html</a>	FTP server
DHCM/QUALITY IMPROVEMENT	Ad Hoc	Accreditation Status – Receipt, Renewal, or Loss	Within 15 calendar days of notification or receipt	D,21	N/A	N/A	SharePoint
DHCM/QUALITY IMPROVEMENT	Ad Hoc	AHCCCS-Mandated PIP Report Updates (including required AHCCCS-Mandated PIP Final Reports)	As requested/required by AHCCCS	D,21	AMPM Policy 980	As found on the AHCCCS QM/PI Templates & Checklists web page: <a href="https://www.azahcccs.gov/Resources/Contractor/Manuals/QMPIReporting.html">https://www.azahcccs.gov/Resources/Contractor/Manuals/QMPIReporting.html</a>	SharePoint
DHCM/QUALITY IMPROVEMENT	Ad Hoc	Contractor Self-Selected PIP Report Updates	As requested by AHCCCS	D,21	AMPM Policy 980	As found on the AHCCCS QM/PI Templates & Checklists web page: <a href="https://www.azahcccs.gov/Resources/Contractor/Manuals/QMPIReporting.html">https://www.azahcccs.gov/Resources/Contractor/Manuals/QMPIReporting.html</a>	SharePoint
DHCM/QUALITY IMPROVEMENT	Annually	AHCCCS-Mandated PIP Reports - Baseline and Remeasurement, (Reflective of CY 2021 Measurement Period)	July 30	D,21	AMPM Policy 980	As found on the AHCCCS QM/PI Templates & Checklists web page: <a href="https://www.azahcccs.gov/Resources/Contractor/Manuals/QMPIReporting.html">https://www.azahcccs.gov/Resources/Contractor/Manuals/QMPIReporting.html</a>	SharePoint
DHCM/QUALITY IMPROVEMENT	Annually	Contractor Self-Selected-PIP Reports - Baseline, Remeasurement, or Final (Reflective of CY 2021 Measurement Period)	July 30	D,21	AMPM Policy 980	As found on the AHCCCS QM/PI Templates & Checklists web page: <a href="https://www.azahcccs.gov/Resources/Contractor/Manuals/QMPIReporting.html">https://www.azahcccs.gov/Resources/Contractor/Manuals/QMPIReporting.html</a>	SharePoint



DHCM/QUALITY IMPROVEMENT	Annually	Contractor's Best Practices and Follow Up on Previous Year's EQR Report Recommendations (Reflective of Activities occurring during CYE 2021)	December 1	D,21	AMPM Policy 920	As found on the AHCCCS QM/PI Templates & Checklists web page: <a href="https://www.azahcccs.gov/Resources/Contractor/Manuals/QMPIReporting.html">https://www.azahcccs.gov/Resources/Contractor/Manuals/QMPIReporting.html</a>	SharePoint
DHCM/QUALITY IMPROVEMENT	Annually	QM/PI Program Plan (inclusive of Work Plan and Work Plan Evaluation)	August 15	D,21	AMPM Policy 920	As found on the AHCCCS QM/PI Templates & Checklists web page: <a href="https://www.azahcccs.gov/Resources/Contractor/Manuals/QMPIReporting.html">https://www.azahcccs.gov/Resources/Contractor/Manuals/QMPIReporting.html</a>	SharePoint
DHCM/QUALITY IMPROVEMENT	Quarterly	Performance Measure Monitoring Report - Reflective of 12 Month Rolling Performance	February 15; August 15; November 15	D,21	AMPM Policy 920; AMPM Policy 970	As found on the AHCCCS QM/PI Templates & Checklists web page: <a href="https://www.azahcccs.gov/Resources/Contractor/Manuals/QMPIReporting.html">https://www.azahcccs.gov/Resources/Contractor/Manuals/QMPIReporting.html</a>	SharePoint
DHCM/QUALITY IMPROVEMENT	Ad Hoc	Immunization Audit	As requested by AHCCCS	D,21	AMPM Policy 430	Reporting Form as provided by DHCM, Quality Improvement Manager	FTP Server with email notification to DHCM Quality Improvement Manager
DHCM/QUALITY IMPROVEMENT	Ad Hoc	Physician Incentives: Contractor-Selected and/or Developed Pay for Performance Initiatives	Prior approval required	D,40	N/A	N/A	SharePoint
DHCM/QUALITY MANAGEMENT	Ad Hoc	Actions Reported to the National Provider Data Bank (NPDB) or a Regulatory Board	Within one business day of decision for formal action to be taken in accordance with AMPM Chapter 900 requirements	D,21	AMPM Policy 960	N/A	Secure email notification to DHCM Quality Management at <a href="mailto:CQM@azahcccs.gov">CQM@azahcccs.gov</a>
DHCM/QUALITY MANAGEMENT	Ad Hoc	Adverse Action Reporting and Rationale for the Adverse Action (Including Limitations and Terminations) of decision for formal action to be taken in accordance with Chapter 900 requirements	Within one business day of awareness	D,21	AMPM Policy 960	N/A	Secure email notification to DHCM Quality Management at <a href="mailto:CQM@azahcccs.gov">CQM@azahcccs.gov</a>
DHCM/QUALITY MANAGEMENT	Ad Hoc	Advisement of Sentinel Incidents, Accidents, and Deaths	Within one business day -of awareness	D,21	AMPM Policy 961	N/A	Secure Email to DHCM Quality Management at <a href="mailto:CQM@azahcccs.gov">CQM@azahcccs.gov</a>
DHCM/QUALITY MANAGEMENT	Ad Hoc	Communication of Adverse Action to Provider	Within one business day	D,21	AMPM Policy 950	N/A	Secure Email to DHCM Quality Management at <a href="mailto:CQM@azahcccs.gov">CQM@azahcccs.gov</a> <del>SharePoint</del>
DHCM/QUALITY MANAGEMENT	Ad Hoc	Credentialing and Re-Credentialing Denials	Within 24 hours	D,21	AMPM Policy 950	N/A	Secure Email to DHCM Quality Management at <a href="mailto:CQM@azahcccs.gov">CQM@azahcccs.gov</a>
DHCM/QUALITY MANAGEMENT	Ad Hoc	Health and Safety On-Site Review	Within 24 hours of completing the review	D,21	AMPM Policy 960	AMPM Policy 960, Attachment C	Secure Email to DHCM Quality Management at <a href="mailto:CQM@azahcccs.gov">CQM@azahcccs.gov</a>

DHCM/QUALITY MANAGEMENT	Ad Hoc	Incident, Accident, and Death Reports (IAD/IRF)	Within one business day of awareness for Sentinel IAD's and within two business days of awareness for all others	D,22	AMPM Policy 961	N/A	AHCCCS QM Portal
DHCM/QUALITY MANAGEMENT	Ad Hoc	Notification of Sentinel, High Profile and/or Potential Media-Coverage incidents	Within 24 hours of awareness	D,22	AMPM Policy 961	N/A	Secured email notification to Quality Management at <a href="mailto:CQM@azahcccs.gov">CQM@azahcccs.gov</a> with cc to DHCM Clinical Administrator as appropriate
DHCM/QUALITY MANAGEMENT	Ad Hoc	QOC Resolution Report	As specified in AMPM Policy 960	D,22	AMPM Policy 960	N/A	AHCCCS QM Portal with QM Portal notification to assigned DHCM QM Coordinator
DHCM/QUALITY MANAGEMENT	Ad Hoc	S&R Individual Reports Concerning All Enrolled Individuals	Within three days of Contractor receipt	D,22	AMPM Policy 962	AMPM Policy 962, Attachment A	AHCCCS QM Portal
DHCM/QUALITY MANAGEMENT	Annually	Contractor Monitoring Summary	December 15	D,21	AMPM Policy 910	N/A	SharePoint
DHCM/QUALITY MANAGEMENT	Quarterly	Credentialing Report	45 days after the end of each quarter	D,21	AMPM Policy 950	AMPM Policy 950, Attachment A	SharePoint
DHCM/QUALITY MANAGEMENT	Quarterly	IRR Metrics and Evidence of Completed IRR Activities	45 days after the end of each quarter	D,21	N/A	As found on the AHCCCS QM/PI Templates & Checklists web page: <a href="https://www.azahcccs.gov/Resources/Contractor/Manuals/QMPIReporting.html">https://www.azahcccs.gov/Resources/Contractor/Manuals/QMPIReporting.html</a>	SharePoint
DHCM/QUALITY MANAGEMENT	Ad Hoc	Redacted IAD,IRF and QOC Documents Involving a Behavioral Health Provider Serving Children and anyone Under COE or COT	Within three days of Contractor review or completion of IAD/IRF/QOC process	D,21	AMPM Policy 960	N/A	AHCCCS QM Portal
DHCM/QUALITY MANAGEMENT	Ad Hoc	Redacted S&R Individual Reports Concerning All Enrolled Individuals Receiving Services From A Behavioral Health Provider	Within three days of Contractor review or completion of IAD/IRF/QOC process	D,21	AMPM Policy 962	AMPM Policy 962, Attachment A	AHCCCS QM Portal
DHCM/SYSTEMS OF CARE	Ad Hoc	CALOCUS Initial Monitoring Plan	January 15, 2022	D,10	N/A	N/A	SharePoint
DHCM/SYSTEMS OF CARE	Monthly	Outpatient Commitment COT Monitoring	15 days after month end	D,9	AMPM Policy 320-U	Reporting Form as Provided by DHCM, Integrated Care Manager	SharePoint
DHCM/SYSTEMS OF CARE	Semi-Annually	CALOCUS Monitoring Results	April 15; October 15	D,10	N/A	N/A	SharePoint

DHCM/SYSTEMS OF CARE	Ad Hoc	Behavioral Health Clinical Chart Audit Methodology	Suspended	D,10	AMPM Policy 940	N/A	SharePoint
DHCM/SYSTEMS OF CARE	Ad Hoc	Behavioral Health Residential Facility Medical Necessity Criteria	As changes are made to criteria	D,8	AMPM Policy 320-V	N/A	SharePoint
DHCM/SYSTEMS OF CARE	Ad Hoc	Copy of each Collaborative Protocol and MOU with System Stakeholders	Within 30 days of a change	D,22	N/A	N/A	SharePoint
DHCM/SYSTEMS OF CARE	Ad Hoc	Out of State Placement Initial Notification	Prior to placement or upon notification of placement	D,8	AMPM Policy 450	N/A	AHCCCS QM Portal
DHCM/SYSTEMS OF CARE	Ad Hoc	Out of State Placement Progress Update	Every 30 days following initial placement	D,8	AMPM Policy 450	N/A	AHCCCS QM Portal
DHCM/SYSTEMS OF CARE	Ad Hoc	Performance Improvement Plans for System of Care Based on SOCPR Findings	Suspended	D,10	N/A	N/A	SharePoint
DHCM/SYSTEMS OF CARE	Annually	Provider Case Management Plan	December 15	D,10	AMPM Policy 570	AMPM Policy 570, Attachment A	SharePoint
DHCM/SYSTEMS OF CARE	Annually	TFC Placement Medical Necessity Criteria	December 15	D,8	AMPM Policy 320-W	N/A	SharePoint
DHCM/SYSTEMS OF CARE	Quarterly	Behavior Analysis Benefit Report	15 days after the end of each quarter	D,10	N/A	Reporting Form as provided by DHCM, Integrated Care Administrator	SharePoint
DHCM/SYSTEMS OF CARE	Quarterly	Behavioral Health Utilization & Timeframes for CHP Members	45 days after the end of each quarter	D,8	N/A	Reporting Form as provided by DHCM, System of Care Implementation Manager	SharePoint
DHCM/SYSTEMS OF CARE	Quarterly	Behavioral Health Services for School-Aged Children	30 days after quarter end	D,10	N/A	Reporting Form as provided by DHCM, System of Care, Implementation Manager	SharePoint
DHCM/SYSTEMS OF CARE	Semi-Annually	Behavioral Health Clinical Chart Audit Findings and Summary Report	Suspended	D,10	AMPM Policy 940	Reporting Form as provided by DHCM, Clinical Quality Project Manager	SharePoint
DMPS/CRS	Monthly	CRS Members with Completed Treatment	15 days after the start of the month (reporting for the prior month)	D,8	ACOM Policy 426	N/A	Email to: <a href="mailto:DMSCRS@azahcccs.gov">DMSCRS@azahcccs.gov</a>
DMPS/MEMBER CONTACT AND DATA UNIT	Ad Hoc	AHCCCS Notification to Waive Medicare Part D Co-Payments	Immediately upon identification	D,5	ACOM Policy 201	ACOM Policy 201, Attachment A	Email to: <a href="mailto:mcdumemberescalations@azahcccs.gov">mcdumemberescalations@azahcccs.gov</a>
OALS	Ad Hoc	Change in Contractor Organizational Structure: Disclosure of Ownership and Control and Disclosure of Information on Persons Convicted of a Crime Information	No later than 35 days after any change	D,8	ACOM Policy 103; ACOM Policy 317	ACOM Policy 103, Attachment A and Attachment A1	SharePoint
OALS	Ad Hoc	State Fair Hearing Request Documentation: Claim Dispute Request	No later than five business days from receipt of the hearing request	F,Att F1	ACOM Policy 445	ACOM Policy 445, Attachment A	FTP server
OALS	Ad Hoc	State Fair Hearing Request Documentation: Expedited Member Appeal Request	No later than one business day from receipt of the expedited hearing request	F,Att F2	ACOM Policy 445	ACOM Policy 445, Attachment A	FTP server
OALS	Ad Hoc	State Fair Hearing Request Documentation: Standard Member Appeal Request	No later than five business days from receipt of the hearing request	F,Att F2	ACOM Policy 445	ACOM Policy 445, Attachment A	FTP server

OALS	Annually	Disclosure Information: Disclosure of Ownership and Control and Disclosure of Information on Persons Convicted of a Crime including Attestation	October 1	D,57	ACOM Policy 103	ACOM Policy 103; Attachment A and Attachment A-1	SharePoint
ODA	Ad Hoc	Corporate Compliance: CMS Compliance Issues Related to HIPAA Transaction and Code Set Complaints or Sanction	Immediately upon discovery	D,57	N/A	N/A	SharePoint
ODA	Ad Hoc	Medical Records or Supporting Documentation	As specified in the requesting letter	D,21	AHCCCS Data Validation Technical Document	N/A	FTP server
ODA	Annually	AHCCCS Security Rule Compliance Report	June 1	D,59	ACOM Policy 108	ACOM Policy 108, Attachment A	FTP server
OIG	Ad Hoc	Corporate Compliance: Exclusions Identified Regarding Persons Convicted of a Crime	Immediately upon identification	D,57	N/A	N/A	SharePoint
OIG	Ad Hoc	Corporate Compliance: External Auditing Schedule-Changes	Within 7 days of change	D,57	ACOM Policy 103	N/A	SharePoint
OIG	Ad Hoc	Recovered Overpayment	Within 10 days of recovered overpayment	D,57	ACOM Policy 103	N/A	SharePoint
OIG	Ad Hoc	Report of Alleged Fraud, Waste, Abuse of the AHCCCS Program	Within 10 calendar days	D,57	ACOM Policy 103	N/A	AHCCCS Website: <a href="http://www.azahcccs.gov/Fraud/ReportFraud/">www.azahcccs.gov/Fraud/ReportFraud/</a>
OIG	Ad Hoc	Transactions Between the Contractor and a Party in Interest	Within 7 business days	D,57	ACOM Policy 103	ACOM Policy 103, Attachment A and Attachment A1	SharePoint
OIG	Annually	Corporate Compliance Plan	15 days after the start of the Contract Year	D,57	ACOM Policy 103	ACOM Policy 103, Attachment B	SharePoint
OIG	Semi-Annually	Corporate Compliance: Audit Report	January 15; July 15	D,57	ACOM Policy 103	N/A	SharePoint
OIG	Semi-Annually	Corporate Compliance: External Audit Plan/Schedule	November 1; May 1	D,57	ACOM Policy 103	ACOM Policy 103, Attachment C	SharePoint