9.12 AHCCCS Approval: Process, Correspondence, Forms

RFP Reference: 16.

As the incumbent vendor, HMS has tailored our recovery program to meet AHCCCS's standards. Under a new contract term, we will continue to seek AHCCCS approval prior to changing or implementing new procedures, correspondence, forms, or documents.

Using Approved Procedures, Correspondence, Forms, Legal and Other Related Documents

RFP Reference: 16.

> The Contractor shall only use procedures, correspondence, forms, legal documents and other related documents in conjunction with administering the recovery program processes that have been approved in writing by AHCCCS prior to their usage.

HMS, in collaboration with AHCCCS, developed operating procedure manuals for all subrogation activities. These manuals form the basis for our caseworker training and day-to-day operations. If either AHCCCS or HMS desires to change a process, we will discuss the change with AHCCCS and receive approval prior to implementation. Within 30 days, we will update the corresponding procedure manual and submit to AHCCCS for review. Upon obtaining written approval from AHCCCS, the updated procedure manual will be published to staff and the process changes will be implemented. This process can be expedited as necessary.

For commercial insurance, cost avoidance, credit balance audits, and recovery audit services, HMS provides documentation and artifacts for each client in our Project Requirements Documents (PRD). As part of the transition to this new contract, HMS will perform a review of existing requirements, identify any new or changed requirements or procedures, and discuss and confirm with AHCCCS any process and procedure updates, including required correspondence, utilization of new forms, and updated or new legal requirements.

All of our systems contain the current AHCCCS-approved correspondence, including forms and legal documents generated in Adobe® PDF format. Thus, the caseworkers, auditors, and billers are unable to alter the documents. In the new contract, we propose to review these documents with AHCCCS and update if advantageous to the program.

REVIEW OF LEGAL DOCUMENTS

RFP Reference: 16.

The Contractor shall review all legal documents within one business day of receipt and notify AHCCCS of the proposed action, including copies of related documents, within two (2) business days of receipt. Any future related documents shall be provided within two (2) business days of receipt.

HMS will review all legal documents within one business day of their receipt and notify AHCCCS of the proposed action. We will also submit copies of related legal documents to AHCCCS within two (2) business days of their receipt. Additionally, any future related legal documents will be provided within two (2) business days of receipt.