

Janice K. Brewer, Governor
Thomas J. Betlach, Director

801 East Jefferson, Phoenix, AZ 85034
PO Box 25520, Phoenix, AZ 85002
Phone: 602-417-4000
www.azahcccs.gov



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ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

DATE: September, 2010

TO: Holders of AHCCCS Contractor Operations Manual

FROM: Stewart McKenzie, Administrative Services Officer III
Division of Health Care Management, AHCCCS

SUBJECT: AHCCCS Contractor Operations Manual (ACOM)
Update 2010-09

This memo describes any changes and/or additions to the ACOM Manual for the month of September, 2010.

Chapter 400 – Operations, Policy 404, Member Information

Section III, B.1, Materials Requiring Approval by the Administration, now specifies that member materials that are approved by AHCCCS Administration must be re-submitted for approval every two years.

The last paragraph in Subsection III, B.5.B, Network Description/Provider Directory, has been revised. The information must be current and can be in the same form as typical correspondence to members.

Subsection III, B.6, Website Content, states, “The Contractor will submit annually by November 15th the Contractor’s Annual Website Certification form (ACOM 404, Attachment B) verifying that all required information is available and current on the Contractor’s website.”

Subsection II, B.7, Potential Member Information has been removed.

A new Attachment B, Contractor Annual Website Certification replaces the previous Attachment B, Potential Member Summary Document.

Chapter 400 – Operations, Policy 415, Provider Network Development and Management Plan

Section III, Policy, has had a reference to the Network Attestation form (Attachment A) added.

Item 15 in Section IV, Procedures, contains new language (previously addressed as a question later in the section) that specifies for acute only, “If the Contractor does not have contracts with hospitals but contracts with physicians with hospital admitting and treatment privileges, Attachment B (Non-Contracted Hospital and Physician Admitting and Treatment Privileges) of this policy must be submitted annually.”

Attachment A, Network Attestation Statement (form and instructions) is new to this policy.

Attachment B, Non-Contracted Hospital and Physician Admitting & Treatment Privileges Attestation Statement has been reformatted (previously attachment C).

Previous Attachments A and B have been moved to Attachment C, Network Development and Management Report, and Attachment D, Provider Terminations Due to Rates. Only the placement of these attachments have changed, not the content.

Chapter 400 – Operations, Policy 416, Provider Network Information

A reference to ACOM Policy 404, Attachment B has been added to Section III, B (Website) which states, “The Contractor will submit annually by November 15th the Contractor’s Annual Website Certification form (ACOM 404, Attachment B) verifying that all required information is available and current on the Contractor’s website.” In addition, the number of days required to notify AHCCCS Compliance Officers of Policy/Procedure Changes has changed from 45 days to 60 days (see Subsection II.C.b).

Individuals with questions related to this policy should contact Alan Schafer at 417-4614 or Rodd Mas at 417-4072.