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**DATE:** September 6, 2016  
**TO:** Holders of the AHCCCS Contractor Operations Manual and AHCCCS Operational Guidelines  
**FROM:** Sandi Borys, Contracts & Policy Specialist  
Division of Health Care Management, AHCCCS  
**SUBJECT:** AHCCCS Contractor Operations Manual (ACOM) and AHCCCS Operations Reporting Guidelines – September

This memo describes revisions and/or additions to the ACOM and AHCCCS operations reporting guidelines including the Claims Dashboard Reporting Guide, Grievance System Reporting Guide, and Provider Affiliation Transmission (PAT) User Manual.

*Please direct questions regarding policy updates to Sandi Borys at 602-417-4055 or by e-mail at: [sandi.borys@azahcccs.gov](mailto:sandi.borys@azahcccs.gov).*

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***Please Note:** On February 1, 2016 AHCCCS launched a new website. Any links that you may have had saved or are using in any documentation sent out to members will need to be updated to include the new web location.*

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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 \(ACOM\)](#)**

**Please Note:** Arizona Law 2015, Chapter 19 Section 9 (SB 1480) enacts that from and after June 30, 2016 the provisions of behavioral health services under Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS) is transferred to and shall be administered by AHCCCS.

**CHAPTER 400, POLICY 402, MEMBER TRANSITION FOR ANNUAL ENROLLMENT CHOICE AND ELIGIBILITY CHANGES**

ACOM Policy 402 was opened to change the applicability from ADHS/DBHS to the RBHAs. The distinction of an Integrated RBHA has been eliminated due to the integration of all RBHAs making this distinction no longer necessary. ADHS/DBHS Policy 901 have been merged within this Policy. Clarification was added to state the Annual Enrollment Choice does not apply to SMI integrated members or for those enrolled in CRS.

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**CHAPTER 400, POLICY 442, MEMBER WITH A SERIOUS MENTAL ILLNESS REQUEST TO OPT OUT FROM A REGIONAL BEHAVIORAL HEALTH AUTHORITY TO AN ACUTE CARE CONTRACTOR**

ACOM Policy 442 was opened to change the applicability from ADHS/DBHS to the RBHAs. This was ADHS/DBHS Policy 116 that has been reformatted and will be a stand-alone Policy within the ACOM.

**CHAPTER 400, POLICY 444, NOTICE OF APPEAL REQUIREMENTS (SMI APPEALS)**

ACOM Policy 444 was opened to change the applicability from ADHS/DBHS to the RBHAs. This was ADHS/DBHS Policy 1804 that has been reformatted and will be a stand-alone Policy within the ACOM.

- **ATTACHMENT A, AHCCCS NOTICE OF SERIOUS MENTAL ILLNESS GRIEVANCE AND APPEAL PROCEDURE**

Attachment A was opened to change the applicability from ADHS/DBHS to the RBHAs. The Spanish version of this Attachment is still being translated and will be posted when complete.

- **ATTACHMENT B, NOTICE OF LEGAL RIGHTS FOR PERSONS WITH SERIOUS MENTAL ILLNESS**

Attachment B was opened to change the applicability from ADHS/DBHS to the RBHAs. The Spanish version of this Attachment is under review for translation and will be published when available.

- **ATTACHMENT C, NOTICE OF DECISION AND RIGHT TO APPEAL (FOR SMI)**

Attachment C was opened to change the applicability from ADHS/DBHS to the RBHAs. The Spanish version of this Attachment is still being translated and will be posted when complete.

- **ATTACHMENT D, NOTICE OF DISCRIMINATION PROHIBITED**

Attachment D was opened to change the applicability from ADHS/DBHS to the RBHAs. The Spanish version of this Attachment is under review for translation and will be published when available.

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**CHAPTER 400, POLICY 446, CONDUCT OF INVESTIGATIONS CONCERNING PERSONS WITH SERIOUS MENTAL ILLNESS**

ACOM Policy 446 was opened to change the applicability from ADHS/DBHS to the RBHAs. This was ADHS/DBHS Policy 1803 that has been reformatted and will be a stand-alone Policy within the ACOM.

- **ATTACHMENT A, AHCCCS APPEAL OR SERIOUS MENTAL ILLNESS GRIEVANCE FORM**

Attachment A was opened to change the applicability from ADHS/DBHS to the RBHAs. The Spanish version of this Attachment is under review for translation and will be published when available.

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**UPDATES AND REVISIONS TO THE  
AHCCCS OPERATIONAL REPORTING GUIDELINES**  
*INCLUDING: CLAIMS DASHBOARD REPORTING GUIDE, GRIEVANCE SYSTEM REPORTING GUIDE,  
PROVIDER AFFILIATION TRANSMISSION (PAT) USER MANUAL*

*To view the current Reporting Guides, please access the following link:*

**[AHCCCS OPERATIONS REPORTING GUIDELINES](#)**

**CLAIMS DASHBOARD REPORTING GUIDE**

No revisions at this time.

**GRIEVANCE AND APPEAL SYSTEM REPORTING GUIDE**

No revisions at this time.

**PROVIDER AFFILIATION TRANSMISSION (PAT) USER MANUAL**

No revisions at this time.