

DATE: April 14, 2023,
TO: Holders of the AHCCCS Contractor Operations Manual
FROM: DHCS Contracts and Policy
SUBJECT: AHCCCS Contractor Operations Manual (ACOM)

This memo describes revisions and/or additions to the ACOM. Please direct questions regarding policy updates to the Contracts and Policy Unit at 602-417-4055 or email at:

DHCMContractsandPolicy@azahcccs.gov.

INFORMATION REGARDING COVID-19

AHCCCS has developed a list of Frequently Asked Questions (FAQs) Regarding Coronavirus Disease 2019 (COVID-19) which is updated regularly. It is important to note that there are instances where the information presented in the CMS-approved flexibilities and COVID-19 FAQs does not align with provisions set forth by the ACOM. In these instances, the CMS-approved flexibilities and FAQs take precedence and are controlling.

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, 1st Regular Session. AHCCCS is in the process of revising all pertinent documents to reflect the new name.

CONTRACT NAME CHANGE

Effective October 1, 2022, the Regional Behavioral Health Authority (RBHA) for the Managed Care Organizations was align 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.

AHCCCS 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](#)

The AHCCCS Contract and Policy Dictionary 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 has been added to applicable policies. However, 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'.

To view the AHCCCS Related Acronyms, please access the following link:

[AHCCCS RELATED ACRONYMS](#)

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 \(ACOM\)**](#)

ACOM POLICY 304 – PREMIUM TAX REPORTING

ACOM Policy 304 was revised to align with Comprehensive Medical and Dental Program (CMDP) changing to Comprehensive Health Plan (CHP) due to behavioral health integration; refer to Laws 2019, 1st Regular Session. Policy was also aligned with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. Health Insurance Providers Fee (HIPF) was removed and URL link to Arizona Department of Insurance and Financial Institution (DIFI) website was updated to reflect current web site address.

- **ATTACHMENT A – PERFORMANCE BOND ANNUAL ATTESTATION STATEMENT**

Attachment A was revised to align with Comprehensive Medical and Dental Program (CMDP) changing to Comprehensive Health Plan (CHP) due to behavioral health integration; refer to Laws 2019, 1st Regular Session. Attachment A was also aligned with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. Health Insurance Providers Fee (HIPF) was removed.

ACOM POLICY 433 – MEMBER IDENTIFICATION CARDS

ACOM Policy 433 had no changes.

- **ATTACHMENT A – TABLE OF REQUIREMENTS**

Attachment A was updated to include the statement “Arizona Department of Transportation” to align with Policy.