

DATE: June 13, 2023,
TO: Holders of the AHCCCS Contractor Operations Manual
FROM: DHCS Contracts and Policy
SUBJECT: AHCCCS Contractor Operations Manual (ACOM)

This memo describes additions and/or revisions to the ACOM. For questions regarding policy updates email the Contracts and Policy Unit at: DHCMContractsandPolicy@azahcccs.gov.

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 aligned 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. AHCCCS is in the process of adding an area within the Definition Section of all policies that identifies terms used/referenced in that policy to encourage viewing of the AHCCCS Contract and Policy Dictionary to better understand how AHCCCS defines the word or term. 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 445 – SUBMISSION OF REQUEST FOR HEARING DOCUMENTS

ACOM Policy 445 was revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors and Comprehensive Medical and Dental Program (CMDP) changed to Comprehensive Health Plan (CHP) due to the Behavioral health integration. Refer to Laws 2019, 1st Regular Session. Policy also had minor formatting updates including division name update to Office of General Counsel (OGC) and the URL hyperlink for the Contractor to gain access to the SFTP server by AHCCCS.

- **ATTACHMENT A – SUBMISSION OF REQUEST FOR HEARING COVER SHEET**

Attachment A was revised for minor formatting updates.

NEWLY ADDED TO APPROVED NOT YET EFFECTIVE

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 101 – MARKETING

ACOM Policy 101 was revised to indicate the two deliverables (Marketing Attestation Statement and Marketing Activities Report) that are deemed as duplicative to the National Committee for Quality Assurance (NCQA) Health Plan Accreditation standards ME 3 Elements A and B. The Contractor is only required to submit this deliverable if they have not obtained NCQA Health Plan Accreditation; Revised to align with the Competitive Contract Expansion YH20-0002 to expand the provision of services for the awarded ACC Contractors. Additional revisions include minor formatting and adding language to clarify materials required for re-submission of substantive changes or modifications of marketing materials.
Implementation Date 10/01/23.

- **ATTACHMENT A – MARKETING ATTESTATION STATEMENT**

Attachment A was revised to add language regarding the National Committee for Quality Assurance (NCQA) Accreditation standards advising that only Contractors without NCQA Health Plan Accreditation must submit.

Implementation Date 10/01/23.

- **ATTACHMENT B – MARKETING ACTIVITIES REPORT**

Attachment A was revised to add language regarding the National Committee for Quality Assurance (NCQA) Accreditation standards advising that only Contractors without NCQA Health Plan Accreditation must submit.

Implementation Date 10/01/23.

PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE

ACOM POLICY 327 – PEDIATRIC SERVICES INITIATIVE

Refer to revision memo 05/16/23.

Implementation Date 10/01/23.