

DATE: July 20, 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 405 – CULTURAL COMPETENCY, LANGUAGE ACCESS PLAN, AND FAMILY/MEMBER CENTERED CARE

ACOM Policy 405 was revised to clarify translation and interpretation services shall be translated into the member’s preferred language to align with ACOM Policy 404.

- **ATTACHMENT A – CULTURAL COMPETENCY PLAN, ASSESSMENT, LANGUAGE ACCESS PLAN, AND FAMILY-MEMBER CENTERED CARE REPORTING CHECKLIST**

No changes.

POST PUBLIC COMMENT CHANGES:

ACOM Policy 405 was revised to further clarify original changes after being posted for public comment on 06/16/23.

NEWLY ADDED TO APPROVED NOT YET EFFECTIVE

UPDATES AND REVISIONS TO THE AHCCCS CONTRACTOR OPERATIONS MANUAL (ACOM)

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ACOM POLICY 325 – TARGETED INVESTMENTS 2.0 PROGRAM

ACOM Policy 325 is a new policy outlining the Targeted Investments 2.0 Program, as approved by the Arizona Section 1115 Demonstration Waiver. The program includes new funding annual lump-sum payment potential for providers participating in the program. The section on Contractor responsibilities was updated with additional requirements to include submissions of deliverables as specified in Contract. *Implementation Date 10/01/23.*

POST PUBLIC COMMENT CHANGES:

ACOM Policy 325 was revised to further clarify original changes after being posted for public comment on 06/16/23.

PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE

ACOM POLICY 101 – MARKETING

Refer to Revision Memo dated 06/13/23.
Implementation Date 10/01/23.

ACOM POLICY 301 - ALTCS E/PD PROGRAM TIERED RECONCILIATION

Refer to Revision Memo dated 06/21/23.
Implementation Date 10/01/23.

ACOM POLICY 311 - ACC AND ACC-RBHA PROGRAM TIERED RECONCILIATION

Refer to Revision Memo dated 06/21/23.
Implementation Date 10/01/23.

ACOM POLICY 327 – PEDIATRIC SERVICES INITIATIVE

Refer to Revision Memo dated 05/16/23.
Implementation Date 10/01/23.