

DATE: August 13, 2024
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.

SECTION 504 OF THE REHABILITATION ACT

Modifications are being made to remove symbols and periods from various Federal and State citations to ensure accessibility for all individuals in compliance with Section 504 of the Rehabilitation Act. 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 111 – AHCCCS PHARMACY AND THERAPEUTICS COMMITTEE

ACOM Policy 111 was revised for minor formatting, grammatical edits, and clarity. Additional substantial changes include but are not limited to:

- Strengthening requirements for public testimony requests, including detailing compliance expectations for public testimony requests.
- Clarifying expectations for presenting clinical information and financial information at the appropriate meeting venue.

ATTACHMENT A – CONFLICT OF INTEREST DISCLOSURE FORM FOR POTENTIAL P&T COMMITTEE MEMBERS

Attachment A was revised for minor formatting edits.

ACOM POLICY 301 – CYE 25 AND FORWARD – ALTCS E/PD PROGRAM TIERED RECONCILIATION

Implementation Date 10/01/24

ACOM Policy 301 CYE 25 and Forward is a new Policy outlining requirements for the ALTCS E/PD Program Tiered Reconciliation for CYE 25.

ATTACHMENT A – ALTCS E/PD PROGRAM TIERED RECONCILIATION – EXAMPLE

Attachment A is a new attachment outlining an example for ALTCS E/PD Program Tiered Reconciliation for CYE 25.

POST PUBLIC COMMENT CHANGES that concluded on July 22, 2024: Additional revisions were made to ACOM Policy 301 CYE 25 and Forward based on Public Comment including:

- Correcting Max Contractor Profit to not be cumulative.
- Correcting Max Contractor Loss to not be cumulative.

ACOM POLICY 317 – CHANGE IN CONTRACTOR ORGANIZATIONAL STRUCTURE

Implementation Date 10/01/24

ACOM Policy 317 was revised for minor formatting, grammatical edits, and clarity. Additional substantial changes include but are not limited to:

- Aligning requirements with Contract, Chart of Deliverables.
- Aligning with National Committee Quality Assurance (NCQA) Accreditation Standards.

ACOM POLICY 421 – CONTRACT TERMINATION: NURSING FACILITIES AND ALTERNATIVE HOME AND COMMUNITY BASED SERVICES SETTINGS

Implementation Date 10/01/24

ACOM Policy 421 was revised for minor formatting, grammatical edits, and clarity. Additional substantial changes include but are not limited to:

- Updating Policy title to reflect “Services” in Home and Community Based **Services** Settings.
- Including DES/DDD as an applicable Contractor in purpose statement.
- Clarifying requirements of communication and transition plan.

ACOM POLICY 438 – ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION

Implementation Date 10/01/24

ACOM Policy 438 was revised for minor formatting, grammatical edits, and clarity.

ATTACHMENT A – ADMINISTRATIVE SERVICES SUBCONTRACTOR CHECKLIST

Attachment A was revised to include new requirements for Pharmacy Benefit Manager (PBM) Subcontract Requirements.

ATTACHMENT B – ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION REPORT TEMPLATE

Attachment B was revised for formatting edits.

POST PUBLIC COMMENT CHANGES that concluded on July 06, 2024: Additional revisions were made to Attachment A based on Public Comment including:

- Removing checklist #24 for requirement of Contractor’s PBM or other subcontractor provider to issue Pharmacy ID cards to adjudicate PBM member claims.

ACOM POLICY 445 – SUBMISSION OF REQUEST FOR HEARING

No changes.

ATTACHMENT A – SUBMISSION OF REQUEST FOR HEARING COVER SHEET

Attachment A was updated to include instructions as the cover sheet and provided clarification for each field in the form.

PREVIOUSLY ADDED FOR 10/01/24 IMPLEMENTATION DATE

ACOM POLICY 101 – MARKETING

Refer to Revision Memo dated 07/18/24.
Implementation date 10/01/24.

ACOM POLICY 304 – PREMIUM TAX REPORTING

Refer to Revision Memo dated 07/18/24.
Implementation date 10/01/24.

ACOM POLICY 323 – ACC-RBHA NON-TITLE XIX/XXI PROFIT LIMIT

Refer to Revision Memo dated 05/24/24.
Implementation date 10/01/24.

**ACOM POLICY 403 – ENROLLMENT CHOICE IN A COUNTY WITH CHOICE AND CHANGE OF CONTRACTOR:
ALTCS CONTRACTORS**

Refer to Revision Memo dated 06/27/24.
Implementation Date 10/01/24.

ACOM POLICY 404 – CONTRACTOR WEBSITE AND MEMBER INFORMATION

Refer to Revision Memo dated 07/16/24.
Implementation date 10/01/24.

**ACOM POLICY 405 – CULTURAL COMPETENCY, FAMILY/MEMBER CENTERED CARE, AND LANGUAGE
ACCESS PLAN**

Refer to Revision Memo dated 07/18/24.
Implementation date 10/01/24.

ACOM POLICY 406 – MEMBER HANDBOOK AND PROVIDER DIRECTORY

Refer to Revision Memo dated 07/16/24.
Implementation date 10/01/24.

**ACOM POLICY 415 – PROVIDER NETWORK DEVELOPMENT AND MANAGEMENT PLAN; PERIODIC
NETWORK REPORTING REQUIREMENTS**

Refer to Revision Memo dated 07/30/24
Implementation Date 10/01/24

ACOM POLICY 416 – PROVIDER MANUAL AND REQUIRED NOTIFICATIONS

Refer to Revision Memo dated 07/18/24.

Implementation date 10/01/24

ACOM POLICY 433 – MEMBER IDENTIFICATION CARDS

Refer to Revision Memo dated 07/30/24

Implementation Date 10/01/24

ACOM POLICY 436 – NETWORK STANDARDS

Refer to Revision Memo dated 07/30/24

Implementation Date 10/01/24
