

CHAPTER 60 – PROVIDER NOTIFICATIONS

EFFECTIVE DATE: May 13, 2016

The Division provides notification to its network as required by the Arizona Health Cost Containment System (AHCCCS), AHCCCS Contractor Operations Manual (ACOM).

Material Change

The Division communicates any alteration or development within the provider network that may reasonably be foreseen to affect the quality or delivery of services provided to affected providers at least 30 days prior to the change. The Administrative Services Subcontractor (AdSS) is responsible for notifying their providers prior to a material change.

For Qualified Vendors, a material change includes a material event as outlined in the DES DDD Standard Terms and Conditions for Qualified Vendors. The provider must notify the Division's Contract Administrator at DDDContractsmanager@azdes.gov within 24 hours of a material event.

Operational Change

- A. If a provider's (i.e., Qualified Vendor, AdSS) overall operational change (e.g., policy, process, protocol) affects, or can reasonably be foreseen to affect, the provider's ability to meet the performance standards of the contract or agreement with the Division:
 - 1. The Qualified Vendor must provide written notification to the Division's Contract Administrator at DDDContractsmanager@azdes.gov at least 60 days prior to the proposed change.
 - 2. The AdSS must provide written notification as required by contract to the Division's Compliance Unit at DDDALTCSCompliance@azdes.gov.
- B. If an overall operational change (e.g., policy, process, protocol) affects, or can reasonably be foreseen to affect, the Division's ability to meet the performance standards of the Division's contract with AHCCCS, the Division notifies AHCCCS, Division of Health Care Management, Operations and Compliance Officer at least 60 days prior to the proposed change.

Contract Notifications

The Division makes contract notifications:

- A. In writing to provide the reason for declining any written request for inclusion in the network
- B. To ensure contract compliance and to document progressive contract action, when necessary.

General Notifications

- A. The Division provides notification via provider meetings, email (e.g., Vendor Blast), or US mail:
 - 1. For routine changes and updates to AHCCCS Guidelines, Policy, Manual Changes, and any other information that AHCCCS may require the Division to disseminate on behalf of the Administration
 - 2. For routine changes and updates to Division Guidelines, Policy/Provider Manual
 - 3. For changes to the AHCCCS Minimum Subcontract, within 30 calendar days of the published change
 - 4. To disseminate information designed to bring the providers into compliance with Disease/Chronic Care Management practice guidelines.
- B. Qualified Vendors are required to maintain and update Primary Contract Contact information to receive provider notifications.
- C. Communication with Independent Providers is via US mail.
- D. Communication with Administrative Services Subcontractors (AdSS) is not duplicated if the AdSS is also contracted with AHCCCS.
- E. The Division delegates notifications to acute care and behavioral health providers to its Administrative Services Subcontractors.