

AHCCCS provides up to a 45-day public comment period before publishing new or changed policies in the AHCCCS Contractor Operations Manual (ACOM) and AHCCCS Medical Policy Manual (AMPM). If an expedited public comment period is needed, the time frame will be a minimum of 14 days. AHCCCS provides email notification of available policies for public comment, including the due date to submit comments.

## Impacts of Public Comments

AHCCCS encourages public comments on proposed changes and/or new policies as they provide valuable insight on member experiences and expectations within the delivery of health care services. Public comments inform and guide AHCCCS decisions when it comes to improving quality of care. AHCCCS/Office of Individual and Family Affairs (OIFA) has established a workgroup called “OIFA Community Policy Workgroup” to act as a forum to provide education and training on how to read and submit public comments.



## How to Read Proposed Changes

For new policies and/or new attachment(s), the draft available for public comment will appear without formatting changes.

For existing policies and/or existing attachment(s), the proposed changes will appear with formatting edits. Formatting edits may include **red strikeouts** to indicate deleted language; and **teal blue** to indicate newly added language. Occasionally, language may be relocated in a policy for flow; these movements are tracked by **green double underline**.

All significant changes will have a numbered footnote at the end of each proposed change (located at the bottom of the page) that will provide an explanation explaining why the change is being made.

## Making a Public Comment

When you are ready to provide your comments on proposed changes, navigate back to the Public Comment web page and click on the blue “Comment Now” button for that policy. This will take you to the Public Comment Form. There are fields you must fill in prior to making a comment. Be sure to specify the change(s) you are commenting on by listing the page and footnote number. Comments and/or responses are not made public and are only utilized by internal staff members at AHCCCS. If your comment is not related to any of the proposed changes, your comment will be kept for future policy considerations.

AHCCCS does not respond directly to any public comments. Any changes made as a result of public comment will be reflected in the final publication of the policy and noted in a revision memo for that policy’s manual when the policy is published to either the ACOM or AMPM on the AHCCCS website.

## Staying In Touch

To stay up-to-date with revisions and opportunities for public comment, subscribe to the [policy mailing list](#).

The Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality health care. If you know of an AHCCCS member who is unable to access health services, or if you have a concern about the quality of care, please call your AHCCCS health care plan’s Member Services number. If your concern is not resolved, please call AHCCCS Clinical Resolution Unit at 602-364-4558, or 1-800-867-5308.