

**DATE:** November 07, 2024  
**TO:** Holders of the AHCCCS Contractor Operations Manual  
**FROM:** Division of Managed Care Operations (DMCO) Contracts and Policy Unit  
**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: [DMCOContractsandPolicy@azahcccs.gov](mailto:DMCOContractsandPolicy@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, 1<sup>st</sup> 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**

Effective May 1, 2024, The Office for Civil Rights (OCR) finalized the rule that prohibits discrimination on the basis of disability. AHCCCS is in the process of revising all pertinent documents 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 NEW AGENCY STRUCTURE**

Effective May 3, 2024, AHCCCS unveiled a new Agency structure. AHCCCS is in the process of revising all pertinent documents to reflect the new Division titles. For complete details related to the new Agency structure, please see the press release found on the AHCCCS website under [News & Press Releases](#).

---

**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\*\*](#)

Effective August 2, 2021, AHCCCS created a Dictionary that 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 will be added to applicable policies. AHCCCS is in the process of adding an area within the Definition Section of all policies that identifies but is not limited to some common 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. There are instances when 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'. AHCCCS is in the process of revising all pertinent documents to reflect this change.

*To view the AHCCCS Related Acronyms found on the AHCCCS website, please access the following link:*

[\*\*AHCCCS RELATED ACRONYMS\*\*](#)

---

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

**ACOM POLICY 100 – RESERVED**

The former ACOM Policy 100 - AHCCCS Contractor Operations Manual Overview has been reserved as pertinent information has been moved into a new stand-alone AMPM Exhibit 300-3 – AHCCCS Integrated System of Care Structure, Values, and Principles.

*To view all ACOM policies and attachments, please access the following link:*

[\*\*AHCCCS CONTRACTOR OPERATIONS MANUAL \(ACOM\)\*\*](#)

---

**UPDATES AND REVISIONS TO THE AHCCCS CONTRACT AND POLICY DICTIONARY**

*To view the Contract and Policy Dictionary, please access the following link:*

**[AHCCCS CONTRACT AND POLICY DICTIONARY](#)**

The following terms and/or definitions have been updated:

- AHCCCS Provider Enrollment Portal (APEP)
- Arizona Long Term Care System (ALTCS) Local Office
- Behavioral Health Professional
- Correctional Facilities
- Licensed Health Aide
- Medicaid Accountable Care Organization (Medicaid ACO)
- Medicare Advantage – Equity per Member
- Qualified Interpreter