

DATE: March 7, 2025
TO: Holders of the AHCCCS Contractor Operations Manual (ACOM)
FROM: Division of Managed Care (DMC) 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.

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 March 3, 2025, 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](#).

STATEWIDE BRANDING

Effective August 23, 2024, Arizona announced a statewide branding effort. AHCCCS is in the process of revising all pertinent documents to reflect the new AHCCCS Logo, colors, and design elements.

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 offers a centralized location for definitions found within the various AHCCCS Contractor Operations Manual (ACOM) and AHCCCS Medical Policy Manual (AMPM) policies.

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 414 – REQUIREMENTS FOR SERVICE AUTHORIZATION DECISIONS AND NOTICES OF ADVERSE BENEFIT DETERMINATION

No changes.

ATTACHMENT A – NOTICE OF ADVERSE BENEFIT DETERMINATION TEMPLATE

Attachment A was revised to update the signature line to decision-making team in lieu of decision maker's name and credentials. This revision aligns with the AHCCCS memo issued to Contracted AHCCCS Health Plans on December 26, 2024.

ATTACHMENT B – LEGAL SERVICES PROGRAM

Attachment B was revised to include toll free 1-800 phone numbers for Southern Arizona Legal Aid and White Mountain Apache Legal Aid.

ATTACHMENT C – NOTICE OF EXTENSION TEMPLATE

No changes.

ATTACHMENT D – NOTICE OF ADVERSE BENEFIT DETERMINATION SELF-AUDIT SCORES AND EXECUTIVE SUMMARY

No changes.

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

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