

DATE: May 02, 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: DMCContractsandPolicy@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)

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

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

ACOM POLICY 434 - COORDINATION OF BENEFITS AND THIRD-PARTY LIABILITY

ACOM Policy 434 was revised for minor formatting, grammatical edits, and clarity. Additional changes including but not limited to:

- Updating block grant title,
- Adding a Provider Audits/Credit Balance Audits section, and
- Adding a reference to Contract Chart of Deliverables.

POST PUBLIC COMMENT CHANGES

Based on Public Comment, that concluded on April 07, 2025, additional POST PUBLIC COMMENT revisions were made to ACOM Policy 447 including but not limited to:

- Revising language from desk review to remote review, and
- Adding audited provider types for clarity.

ATTACHMENT A – RESERVED

Attachment A is reserved; pertinent information is included in Attachment B.

ATTACHMENT B - TOTAL PLAN CASE SETTLEMENT REPORTING

Attachment B was revised for minor formatting, grammatical edits, and a title change.

ACOM POLICY 440 – MANAGED CARE EXPIRATION OR TERMINATION OF CONTRACT

ACOM Policy 440 was revised for minor formatting, grammatical edits, and clarity. Additional changes including but not limited to:

- Adding clarification that a contract may be terminated, and
- Adding a paragraph to outline contractor responsibilities.