

DATE: September 18, 2026
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.

ACOM AND AMPM DICTIONARY AND AHCCCS RELATED ACRONYMS

Effective February 5, 2026, AHCCCS updated the name of the Dictionary. AHCCCS is in the process of revising all Policies and Attachments to reflect the new name and updated link.

The AHCCCS ACOM and AMPM 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 ACOM AND AMPM Dictionary, please access the following link:

[AHCCCS ACOM AND AMPM DICTIONARY](#)

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)
NEWLY ADDED TO APPROVED NOT YET EFFECTIVE

ACOM POLICY 103 – FRAUD, WASTE, AND ABUSE

Implementation date 10/01/26

ACOM Policy 103 had changes below that included but were not limited to:

- Providing additional information surrounding AHCCCS Office of the Inspector General (OIG) surrounding Audits or Investigations. AHCCCS OIG will provide a response no later than 30 calendar days.

ATTACHMENT A - REPRESENTATIONS AND CERTIFICATIONS OF CONTRACTOR

Implementation date 10/01/26

Attachment A had no substantial changes.

ATTACHMENT A-1 - DISCLOSURE INFORMATION-DISCLOSURE OF OWNERSHIP AND CONTROL

Implementation date 10/01/26

Attachment A had no substantial changes.

ATTACHMENT B - CORPORATE COMPLIANCE WORK PLAN-SAMPLE

Implementation date 10/01/26

Attachment A had no substantial changes.

ATTACHMENT C - EXTERNAL AUDIT PLAN TEMPLATE

Implementation date 10/01/26

Attachment A had no substantial changes.

PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE

ACOM POLICY 101 - MARKETING

Implementation date 10/01/26

ACOM POLICY 301 CYE 18-CYE 26 - ALTCS E/PD PROGRAM TIERED RECONCILIATION

Implementation date 10/01/26

ACOM POLICY 301 CYE 27 AND FWD - ALTCS E/PD PROGRAM TIERED RECONCILIATION

Implementation date 10/01/26

ACOM POLICY 302 – COST SETTLEMENT FOR CORONAVIRUS DISEASE OF 2019 VACCINE – RESERVED

Implementation date 10/01/26

ACOM POLICY 303 CYE 26 – COMMUNITY REINVESTMENT E/PD ONLY – RESERVED

Implementation date 10/01/26

ACOM POLICY 304 - PREMIUM TAX REPORTING

Implementation date 10/01/26

ACOM POLICY 305 CYE 27 – PERFORMANCE BOND AND EQUITY PER MEMBER REQUIREMENTS

Implementation date 10/01/26

ACOM POLICY 306 CYE 27 – ALTERNATIVE PAYMENT MODEL INITIATIVE – WITHHOLD AND QUALITY MEASURE PERFORMANCE INCENTIVE

Implementation date 10/01/26

ACOM POLICY 307 CYE 27 - ALTERNATIVE PAYMENT MODEL INITIATIVE – STRATEGIES AND PERFORMANCE BASED PAYMENTS INCENTIVE

Implementation date 10/01/26

ACOM POLICY 310 - DELIVERY SUPPLEMENTAL PAYMENT

Implementation date 10/01/26

ACOM POLICY 311 CYE 25 AND FORWARD - ACC AND ACC-RBHA PROGRAM TIERED RECONCILIATION

Implementation date 10/01/26

ACOM POLICY 326 CYE 26 - FIXED ADMINISTRATIVE COST COMPONENT RECONCILIATION FOR ACC AND ACC-RBHA

Implementation date 10/01/26

ACOM POLICY 403 - ENROLLMENT CHOICE IN A COUNTY WITH CHOICE AND CHANGE OF CONTRACTOR: ARIZONA LONG TERM CARE SYSTEM CONTRACTORS

Implementation date 10/01/26

ACOM POLICY 404 - CONTRACTOR WEBSITE AND MEMBER INFORMATION

Implementation date 10/01/26

ACOM POLICY 405 - CULTURAL COMPETENCY AND LANGUAGE ACCESS REQUIREMENTS

Implementation date 10/01/26

ACOM POLICY 406 - MEMBER HANDBOOK AND PROVIDER DIRECTORY

Implementation date 10/01/26

ACOM POLICY 409 - CONTRACTOR OFFICE OF INDIVIDUAL AND FAMILY AFFAIRS (OIFA)

Implementation date 10/01/26

ACOM POLICY 412 - CLAIMS RECOUPMENTS AND REFUNDS

Implementation date 10/01/26

ACOM POLICY 414 - REQUIREMENTS FOR SERVICE AUTHORIZATION DECISION AND NOTICES OF ADVERSE BENEFIT DETERMINATION

Implementation date 10/01/26

ACOM POLICY 415 - PROVIDER NETWORK DEVELOPMENT AND MANAGEMENT PLAN; PERIODIC NETWORK REPORTING REQUIREMENTS

Implementation date 10/01/26

ACOM POLICY 417 - APPOINTMENT AVAILABILITY, TRANSPORTATION TIMELINESS, MONITORING, AND REPORTING

Implementation date 10/01/26

ACOM POLICY 418 - PROVIDER AND AFFILIATE ADVANCES, EQUITY DISTRIBUTIONS, LOANS, PROFIT-SHARING AGREEMENTS, AND INVESTMENTS

Implementation date 10/01/26

ACOM POLICY 433 - MEMBER IDENTIFICATION CARDS

Implementation date 10/01/26

ACOM POLICY 435 – TELEPHONE PERFORMANCE STANDARDS AND REPORTING

Implementation date 10/01/26

ACOM POLICY 436 – NETWORK STANDARDS

Implementation date 10/01/26

ACOM POLICY 438 - ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION AND MONITORING

Implementation date 10/01/26

ACOM POLICY 439 – MATERIAL CHANGES: PROVIDER NETWORK AND BUSINESS OPERATIONS

Implementation date 10/01/26
