

**DATE:** September 25, 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](mailto: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](#)**

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

**THE POLICY BELOW HAS BEEN FINALIZED FOR 10/01/26**

**ACOM POLICY 401 - CHANGE OF CONTRACTOR: AHCCCS COMPLETE CARE CONTRACTORS**

*Implementation date 10/01/26*

ACOM Policy 401 had changes below that included but were not limited to:

- Member has 90 days to file a request for a State Fair Hearing.
- Clarification and references to various Code of Federal Regulations were added supporting the authority surrounding notifications and requests.
- Updated language to align with the AHCCCS memo issued on February 12, 2026 that provided clarity surrounding the timeframe that the Contractor shall issue a decision.
- Updated Code of Federal Regulation (CFR) to align with disenrollment requirements and limitations.
- Added language to align with 42 CFR 438.56.
- Revised language to align with 42 CFR 431.221.

**POST PUBLIC COMMENT CHANGES:**

- Added ACC-RBHA to clarify the lines of business it applies to.
- Clarified timeframe requirements for medical continuity of care plan change requests.
- Clarified the requirement that the relinquishing Contractor is responsible for issuing the final decision to the member in accordance with the Policy.
- Removed duplicative language regarding denied requests.
- Removed Contractor responsibilities, processing timeframes, and AHCCCS review and denial processes.
- Removed requirements for referring member concerns to the current Contractor for follow
- Added contract reference for Attachment A since it is a deliverable in Contract
- Removed Member Contact and Data Unit (MCDU) for clarity to reduce confusion when members outreach.
- Revised language to align with 42 CFR 438.56.

**ATTACHMENT A - AHCCCS COMPLETE CARE CONTRACTOR CHANGE REQUEST**

*Implementation date 10/01/26*

Attachment A had changes below that included but were not limited to:

- Revised title to align with contract.

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**PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE**

**ACOM POLICY 101 - MARKETING**

*Implementation date 10/01/26*

**ACOM POLICY 103 – FRAUD, WASTE, AND ABUSE**

*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*

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**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*

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