

DATE: October 1, 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](#)

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

Effective October 1, 2026, the following policies will be relocated from the Approved Not Yet Effective section to their designated locations within the Policy Manual.

ACOM POLICY 101 - MARKETING

See Revision Memo dated 06/19/26 for more information related to revisions.

ACOM POLICY 103 – FRAUD, WASTE, AND ABUSE

See Revision Memo dated 09/18/26 for more information related to revisions.

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

See Revision Memo dated 08/20/26 for more information related to revisions.

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

See Revision Memo dated 08/20/26 for more information related to revisions.

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

See Revision Memo dated 06/19/26 for more information related to revisions.

ACOM POLICY 304 - PREMIUM TAX REPORTING

See Revision Memo dated 08/20/26 for more information related to revisions.

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

See Revision Memo dated 09/03/26 for more information related to revisions.

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

See Revision Memo dated 09/10/26 for more information related to revisions.

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

See Revision Memo dated 08/20/26 for more information related to revisions.

ACOM POLICY 310 - DELIVERY SUPPLEMENTAL PAYMENT

See Revision Memo dated 08/20/26 for more information related to revisions.

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

See Revision Memo dated 09/10/26 for more information related to revisions.

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

See Revision Memo dated 08/20/26 for more information related to revisions.

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

See Revision Memo dated 09/25/26 for more information related to revisions.

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

See Revision Memo dated 06/19/26 for more information related to revisions.

ACOM POLICY 404 - CONTRACTOR WEBSITE AND MEMBER INFORMATION

See Revision Memo dated 06/26/26 for more information related to revisions.

ACOM POLICY 405 - CULTURAL COMPETENCY AND LANGUAGE ACCESS REQUIREMENTS

See Revision Memo dated 06/19/26 for more information related to revisions.

ACOM POLICY 406 - MEMBER HANDBOOK AND PROVIDER DIRECTORY

See Revision Memo dated 06/26/26 for more information related to revisions.

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

See Revision Memo dated 09/03/26 for more information related to revisions.

ACOM POLICY 412 - CLAIMS RECOUPMENTS AND REFUNDS

See Revision Memo dated 08/20/26 for more information related to revisions.

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

See Revision Memo dated 09/14/26 for more information related to revisions.

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

See Revision Memo dated 06/23/26 for more information related to revisions.

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

See Revision Memo dated 08/20/26 for more information related to revisions.

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

See Revision Memo dated 09/10/26 for more information related to revisions.

ACOM POLICY 433 - MEMBER IDENTIFICATION CARDS

See Revision Memo dated 06/23/26 for more information related to revisions.

ACOM POLICY 435 – TELEPHONE PERFORMANCE STANDARDS AND REPORTING

See Revision Memo dated 08/20/26 for more information related to revisions.

ACOM POLICY 436 – NETWORK STANDARDS

See Revision Memo dated 06/23/26 for more information related to revisions.

ACOM POLICY 438 - ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION AND MONITORING

See Revision Memo dated 09/03/26 for more information related to revisions.

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

See Revision Memo dated 09/03/26 for more information related to revisions.

UPDATES AND REVISIONS TO THE AHCCCS ACOM AND AMPM DICTIONARY

AHCCCS ACOM AND AMPM DICTIONARY

The following terms have been updated:

ACTION

Removed specific language directed at behavioral health service.

ADMINISTRATIVE SERVICES SUBCONTRACT/SUBCONTRACTOR

Providing the meaning behind the acronym of Department of Economic Security Division of Developmental Disabilities.

ADVANCE CARE PLAN

Revised “he/she” to person centered by changing to they.

AHCCCS CONTRACTOR OPERATIONS MANUAL (ACOM)

Revised to include that this is a policy manual intended for the use of Managed Care Organizations.

AHCCCS GRIEVANCE AND APPEAL SYSTEM GUIDE

Revised to current title Division of Managed Care (DMC).

AHCCCS MEDICAL POLICY MANUAL (AMPM)

Revised to include that this is a policy manual intended for use by contractors and providers.

AHCCCS OFFICE OF INDIVIDUAL AND FAMILY AFFAIRS (OIFA) ALLIANCE

A new term defined.

BEHAVIORAL HEALTH DIAGNOSIS

Removed definition.

BEHAVIORAL HEALTH RESPITE HOME

A new term defined.

CHANGE IN ORGANIZATIONAL STRUCTURE

Revised the Change in organization documents removing articles of incorporation and Articles of Organization to Amendments to Partnership Agreements.

CULTURAL COMPETENCY

Revised to align with cross-culture situations.

EVALUATION

Removed as it was duplicate.

EVALUATION – VOLUNTARY

Revised to better align with meaning.

NETWORK PROVIDER

Added a new term.

NOTICE OF ADVERSE BENEFIT DETERMINATION (NABD)

Added identifying factor of the Designated Representative (DR).
