ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

150 N. 18th Avenue
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KATIE HOBBS
GOVERNOR

ROBERTA HARRISON
INTERIM DIRECTOR

**DATE:** November 12, 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**

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

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

- No changes were made to the Policy, only Attachment D.

### ATTACHMENT D -PROVIDER CHANGES REPORT

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

- Clarifying provider changes.
- Updating instructions #1, 8, and 10.

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

- No changes were made to the Policy, only Attachment B.

### ATTACHMENT B – TRANSPORTATION TIMELINESS REVIEW

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

- Correcting formulas in cells B12, B19, E20 and E 21.