

DATE: August 6, 2026
TO: Holders of the AHCCCS Medical Policy Manual (AMPM)
FROM: Division of Managed Care (DMC) Contracts and Policy Unit
SUBJECT: AHCCCS Medical Policy Manual (AMPM)

This memo describes additions and/or revisions to the AMPM. 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 Exhibits 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 MEDICAL POLICY MANUAL (AMPM)

AMPM POLICY 540 – ELECTRONIC VISIT VERIFICATION

AMPM Policy 540 had changes below that included but were not limited to:

- Removing reference to vendor as the Aggregator is now in-house.
- Removing language regarding approved alternate Electronic Visit Verification (EVV) system as all providers are now required to procure their own Electronic Visit Verification (EVV) system.
- Adding Live-in Caregivers requirement already outlined in AMPM Policy 1240-A.

POST PUBLIC COMMENT CHANGES

- Adding clarification that live-in caregivers are also considered Direct care Workers (DCWs).
- Removing devices to align with aggregator only model.
- Updating language from paid caregiver to Direct Care Worker (DCW).

ATTACHMENT A – ELECTRONIC VISIT VERIFICATION DESIGNEE ATTESTATION

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

- Updating language from paid caregiver to Direct Care Worker (DCW).

ATTACHMENT B – PAPER TIMESHEET ATTESTATION

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

- Updating language from paid caregiver to Direct Care Worker (DCW).
- Adding clarification of paper timesheets.

ATTACHMENT C – AHCCCS ELECTRONIC VISIT VERIFICATION (EVV) PAPER TIMESHEET

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

- Removing reference to state procured (Electronic Visit Verification) EVV system.

ATTACHMENT D – ELECTRONIC VISIT VERIFICATION (EVV) MEMBER CONTINGENCY/BACK-UP PLAN

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

- Removing references to Sandata and updated process.

PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE

AMPM POLICY 320-T1 - BLOCK GRANTS AND DISCRETIONARY GRANTS

Implementation date 10/01/26

AMPM POLICY 320-X-ADULT BEHAVIORAL HEALTH THERAPEUTIC HOMES

Implementation Date 10/01/26

AMPM POLICY 587 - TRANSITION TO ADULthood

Implementation Date 10/01/26

AMPM POLICY 660 – OPIOID TREATMENT PROGRAM

Implementation Date 10/01/26

AMPM POLICY 970 - PERFORMANCE MEASURES

Implementation date 10/01/26

AMPM POLICY 1021 – CONTRACTOR CARE MANAGEMENT

Implementation date 10/01/26

CURRENT UPDATES AND REVISIONS TO THE AHCCCS ACOM AND AMPM DICTIONARY

The AHCCCS Contract and Policy Dictionary has been updated to reflect a new title. It is now called the AHCCCS ACOM and AMPM Dictionary. This update is being made to better align terminology across the AHCCCS Contractor Operations Manual (ACOM) and our AHCCCS Medical Policy Manual (AMPM), including the policies contained within each respective manual. The scope and purpose of the dictionary remain unchanged, and this update only reflects a naming change.

The following terms and/or definitions have been updated:

- Administrative Action – New term being added.
- AHCCCS Quality Improvement (QI) Team – Removed the AHCCCS Division title and revised for clarity.
- AHCCCS Quality Management (QM) Team – Remove the AHCCCS Division title.
- Case Management – Revised to provide a more centered first inclusive monitoring of an members whole health.
- Enhancing Quality Improvement Plan (EQIP) – New term being added.
- Housing and Urban Development (HUD) Housing Choice Voucher Program – New term being added.
- Notice of Adverse Benefit Determination (NOBD) – Revised the Acronym only.
- Notice of Mandated Corrective Action Plan – New term being added.
- Notice of Sanction – New term being added.
- Office of Individual and Family Affairs (OIFA) – Clarifying that it is a department and not an area.
- Office of Individual and Family Affairs (OIFA) Alliance – Revised to align with a more collective group.
- Peer – Revised to align with an individual who has personal living experience.
- Performance Improvement Project (PIP) – Revised with a clearer approach for services and outcomes for continuous improvement.
- Primary Care Physician – Revised to align with Arizona Revised Statute (ARS) definition.
- Primary Care Provider – Revised to align with Arizona Revised Statute (ARS) definition.

The following terms and/or definitions have been removed:

- AHCCCS Policy Committee (APC) – Removed no longer applicable.
- Electronic Visit Verification (EVV) System – Removed no longer applicable.
- Electronic Visit Verification (EVV) Vendor – Removed no longer applicable.
- Notice of Appeals Resolution (NOAR) – Removed no longer applicable.
- Provider Case Manager – Relocated to Case Manager – Provider

To view the AHCCCS ACOM AND AMPM Dictionary, please access the following link:

[AHCCCS ACOM AND AMPM DICTIONARY](#)
