

DATE: October 1, 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](#)

UPDATES AND REVISIONS TO THE AHCCCS MEDICAL POLICY MANUAL (AMPM)
AHCCCS MEDICAL POLICY MANUAL (AMPM)

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.

AMPM POLICY 310-BB - TRANSPORTATION

See Revision Memo dated 09/11/26 for more information related to revisions.

AMPM POLICY 310-P - MEDICAL EQUIPMENT, MEDICAL APPLIANCES, AND MEDICAL SUPPLIES

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

AMPM POLICY 320-T1 - BLOCK GRANTS AND DISCRETIONARY GRANTS

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

AMPM POLICY 320-U - PRE-PETITION SCREENING, COURT ORDERED EVALUATION, AND COURT ORDERED TREATMENT

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

AMPM POLICY 320-V - BEHAVIORAL HEALTH RESIDENTIAL FACILITIES

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

AMPM POLICY 320-X-ADULT BEHAVIORAL HEALTH THERAPEUTIC HOMES

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

AMPM POLICY 430 - EARLY AND PERIODIC SCREENING, DIAGNOSTIC, AND TREATMENT SERVICES

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

AMPM POLICY 587 - TRANSITION TO ADULthood

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

AMPM POLICY 660 – OPIOID TREATMENT PROGRAM

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

AMPM POLICY 920 - QUALITY MANAGEMENT/PERFORMANCE IMPROVEMENT PROGRAM ADMINISTRATIVE REQUIREMENTS

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

AMPM POLICY 940 – MEDICAL RECORDS AND COMMUNICATION OF CLINICAL INFORMATION

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

AMPM POLICY 950 – CREDENTIALING AND RE-CREDENTIALING PROCESSES

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

AMPM POLICY 963 – PEER AND RECOVERY SUPPORT SERVICE PROVISION REQUIREMENTS

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

AMPM POLICY 964 - CREDENTIALLED FAMILY SUPPORT PARTNER REQUIREMENTS

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

AMPM POLICY 970 - PERFORMANCE MEASURES

See Revision Memo dated 07/23/26 for more information related to revisions.

AMPM POLICY 1020 - UTILIZATION MANAGEMENT

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

AMPM POLICY 1021 – CONTRACTOR CARE MANAGEMENT

See Revision Memo dated 07/23/26 for more information related to revisions.

AMPM POLICY 1620-D - PLACEMENT AND SERVICE PLANNING STANDARD

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

AMPM POLICY 1630 - ADMINISTRATIVE STANDARDS

See Revision Memo dated 08/20/26 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).
