

DATE: June 12, 2025
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.

CONTRACT AND POLICY DICTIONARY AND AHCCCS RELATED ACRONYMS

To view the AHCCCS Contract and Policy Dictionary, please access the following link:

[AHCCCS CONTRACT AND POLICY DICTIONARY](#)

The AHCCCS Contract and Policy 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 Related Acronyms found on the AHCCCS website, please access the following link:

[AHCCCS RELATED ACRONYMS](#)

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

To view all ACOM policies and attachments, please access the following link:

[AHCCCS CONTRACTOR OPERATIONS MANUAL \(ACOM\)](#)

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

ACOM Policy 302 was revised to align with updates for Contract Year End (CYE) 26 and minor formatting.

ATTACHMENT A – COST SETTLEMENT FOR CORONAVIRUS DISEASE OF 2019 VACCINE – SAMPLE

Attachment A was revised for minor formatting changes.

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

ACOM Policy 311 CYE 25 and Forward was revised to update Medical Expense and Medical Sub-Capitated Block Purchase Expense definitions to provide additional clarity that both are regarding physical and mental health.

ATTACHMENT A CYE 25 AND FORWARD – ACC AND ACC-RBHA PROGRAM TIERED RECONCILIATION - EXAMPLE

Attachment A was revised for minor formatting and grammatical edits.

NEWLY ADDED TO APPROVED NOT YET EFFECTIVE

ACOM POLICY 101 – MARKETING

Implementation Date 10/01/25

ACOM Policy 101 was revised to align with National Committee for Quality Assurance (NCQA) requirements involving DDD subcontractor reports and requirements.

ATTACHMENT A – MARKETING ATTESTATION STATEMENT

Attachment A was revised to address when a Plan loses accreditation. Language also aligns with accreditation sections of Contract.

ATTACHMENT B – MARKETING ACTIVITIES REPORT

Attachment B was revised to address when a Plan loses accreditation. Language also aligns with accreditation sections of Contract.

ACOM POLICY 404 – CONTRACTOR WEBSITE AND MEMBER INFORMATION

Implementation Date 10/01/25

ACOM Policy 404 was revised for minor formatting and grammatical edits as well as requirements to include topics to align with AHCCCS 5-Year Strategic Plan 2025-2029 Initiatives.

ATTACHMENT A – ORGANIZATIONS RECOGNIZED BY AHCCCS

Attachment A was revised for minor formatting and the addition of AHCCCS approved organizations.

ATTACHMENT B – CONTRACTOR WEBSITE CERTIFICATION CHECKLIST

Attachment B was revised for minor formatting and other substantial changes including but not limited to:

- Alignment with Centers for Medicare and Medicaid Services (CMS), Specialized Health Organizations (SHO) letter #24-003 Consolidated Appropriations Act, 2023 Amendments to Provider Directory Requirements.
- Revised to align with Contract.
- Revised to address Contractor provisions.
- Revised to align with Managed Care Program Annual Report reporting requirements.

POST PUBLIC COMMENT CHANGES that concluded on 5/20/25:

Removed children's services liaison to align with Contract effective 10/01/25.

ATTACHMENT C – MEMBER INFORMATION ATTESTATION STATEMENT

Attachment C was revised for minor formatting and to address when a plan loses National Committee for Quality Assurance accreditation.

ACOM POLICY 433 – MEMBER IDENTIFICATION CARDS

Implementation Date 10/01/25

ACOM Policy 433 was revised for minor formatting and grammatical edits as well as other substantial changes including but not limited to:

- Include additional pharmacy information on ID cards
- Clarify any new ID Card mailing shall include the most recent version of the Contractor's Notice of Privacy Practices (NPP).

POST PUBLIC COMMENT CHANGES that concluded on 5/27/25

- Adding language to Group RX number applicability as the Fee-For-Service Tribal Health Plans do not have a Group RX number.

ATTACHMENT A – TABLE OF REQUIREMENTS

Attachment A was revised for minor formatting and grammatical edits as well as aligning with the standard practice of including pharmacy information on ID cards.

POST PUBLIC COMMENT CHANGES that concluded on 5/27/25

- Adding language to Group RX number applicability as the Fee-For-Service Tribal Health Plans do not have a Group RX number.

ACOM POLICY 435 – TELEPHONE PERFORMANCE STANDARDS AND REPORTING

Implementation Date 10/01/25

ACOM Policy 435 was revised to clarify the deliverable requirements regarding Attachment A, Telephone Performance Measures Template.

ATTACHMENT A – TELEPHONE PERFORMANCE MEASURES TEMPLATE

Attachment A was revised for formatting, branding, and minor grammatical adjustments for consistency.