

DATE: July 1, 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)

ACOM POLICY 326 - FIXED ADMINISTRATIVE COST COMPONENT RECONCILIATION FOR ACC AND ACC-RBHA (CYE 19 TO CYE 25)

ACOM Policy 326 was revised for minor formatting and grammatical edits as well as other substantial changes including but not limited to:

- End dated the policy per Centers for Medicare and Medicaid Services (CMS).

ATTACHMENT A - ADMIN/MEMBER MONTH RECONCILIATION EXAMPLE

Attachment A had no changes.

NEWLY ADDED TO APPROVED NOT YET EFFECTIVE

ACOM POLICY 103 – FRAUD, WASTE, AND ABUSE

Implementation Date 10/01/25

ACOM Policy 103 was revised for minor formatting and grammatical edits as well as other substantial changes including but not limited to:

- Revised to clarify that the use of Attachment B is not contractually required.
- Adding reference to the Contract Chart of Deliverables
- Revised to align with new Office name of AHCCCS General Counsel.
- Revised to include information identifying a new deliverable.

ATTACHMENT A - REPRESENTATIONS AND CERTIFICATIONS OF CONTRACTOR

Attachment A had no changes.

ATTACHMENT A-1 - DISCLOSURE INFORMATION-DISCLOSURE OF OWNERSHIP AND CONTROL

Attachment A-1 had no changes.

ATTACHMENT B - CORPORATE COMPLIANCE WORK PLAN-SAMPLE

Attachment B had no changes.

ATTACHMENT C - EXTERNAL AUDIT PLAN TEMPLATE

Attachment C had no changes.

ACOM POLICY 406 - MEMBER HANDBOOK AND PROVIDER DIRECTORY

Implementation Date 10/01/25

ACOM Policy 406 was revised for minor formatting and grammatical edits as well as other substantial changes including but not limited to:

- Added language to address when a plan loses accreditation.

ATTACHMENT A – MEMBER HANDBOOK CHECKLIST

Attachment A was revised for minor formatting and grammatical edits as well as other substantial changes including but not limited to:

- Revised internal checklist assignment codes.
- Added AHCCCS Freedom to Work program.
- Added service delivery models for Attendant Care.
- Added language for assistance with scheduling appointments.
- Updated to add Identification after Serious Emotional Disturbance (SED).
- Removed Arizona Center for Disability Law, updated name to Disability Rights Arizona.
- Revised Special Assistance language to align with AMPM Policy 320-R.

ATTACHMENT B – DEFINITIONS FOR AHCCCS MEMBERS PURSUANT TO 42 CFR 438.10

Attachment B had no changes.

PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE

ACOM POLICY 101 – MARKETING

Implementation Date 10/01/25

ACOM POLICY 404 – CONTRACTOR WEBSITE AND MEMBER INFORMATION

Implementation Date 10/01/25

ACOM POLICY 433 – MEMBER IDENTIFICATION CARDS

Implementation Date 10/01/25

ACOM POLICY 435 – TELEPHONE PERFORMANCE STANDARDS AND REPORTING

Implementation Date 10/01/25

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

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