

DATE: August 15, 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 449 – BEHAVIORAL HEALTH SERVICES FOR CHILDREN IN DEPARTMENT OF CHILD SAFETY CUSTODY AND ADOPTED CHILDREN

ACOM Policy 449 had substantial changes below that included but were not limited to:

- Revised to align with Jacob’s Law requirements.
- Clarified that the Contractor would be the one to deny the request for behavioral out-of-home treatment.
- Updated Section C heading to clarify contents of information provided.
- Revised to align with ACOM Policy 404, Contractor Website and Member Information.
- Moved pertinent information into Attachment C, Behavioral Health Utilization and Timeframe for Members in DCS Custody.
- Added pertinent information from Reserved Attachment B has been relocated into Attachment C.

POST PUBLIC COMMENT CHANGES that concluded on 7/21/25

Policy was revised to update “Designated Point of Contact” to “Designated Contact Person” throughout the Policy for consistency.

ATTACHMENT A – DEPARTMENT OF CHILD SAFETY AND ADOPTED CHILDREN SERVICES REPORTING – ACCESS TO SERVICES

Attachment A was revised to ensure information is gathered for adopted members for the required annual legislative report.

ATTACHMENT B – DEPARTMENT OF CHILD SAFETY AND ADOPTED CHILDREN SERVICES REPORTING: CALLS AND EMAILS AND INTEGRATED RAPID RESPONSE RECONCILIATION

Attachment B is being reserved. All pertinent information is being moved to Attachment A and Attachment C.

ATTACHMENT C – BEHAVIORAL HEALTH UTILIZATION AND TIMEFRAME FOR MEMBERS IN DEPARTMENT OF CHILD SAFETY CUSTODY

Attachment C was revised for the substantial changes below that included but were not limited to:

- Added requirements that were previously in Attachment B.
- Added additional requirements to align with Jacob’s Law.

POST PUBLIC COMMENT CHANGES that concluded on 7/21/25

Attachment C was revised to update the Data Reports column incorrectly labeled as Cover Letter.

NEWLY ADDED TO APPROVED NOT YET EFFECTIVE

ACOM POLICY 314 – AUTO-ASSIGNMENT ALGORITHM

Implementation Date 10/01/25

ACOM Policy 314 was revised to include name of survey on the Factor table.

ACOM POLICY 409 – CONTRACTOR OFFICE OF INDIVIDUAL AND FAMILY AFFAIRS

Implementation Date 10/01/25

ACOM Policy 409 had substantial changes below that included but were not limited to:

- Revised to add references to new Attachments A and B as it relates to OIFA Contract deliverables.
- Added clarification to Member Advisory Council members.
- Revised to allow for further development of Family Run Organizations (FRO) and Peer Run Organizations (PRO) recognition processes.
- Minor formatting, grammatical edits, and clarity

ATTACHMENT A – NEW PEER RUN OR FAMILY RUN ORGANIZATION REQUEST FORM

Attachment A is a new attachment specifying the process for the New Peer Run or Family Run Organization requests.

ATTACHMENT B – ROSTER OF PEER AND FAMILY COMMITTEE MEMBERS

Attachment B is a new attachment specifying Managed Care Organization roster deliverable template.

PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE

ACOM POLICY 101 – MARKETING

Implementation Date 10/01/25

ACOM POLICY 103 – FRAUD, WASTE, AND ABUSE

Implementation Date 10/01/25

ACOM POLICY 104 – CONTINUITY OF OPERATIONS AND RECOVERY PLAN

Implementation Date 10/01/25

ACOM POLICY 404 – CONTRACTOR WEBSITE AND MEMBER INFORMATION

Implementation Date 10/01/25

ACOM POLICY 405 – CULTURAL COMPETENCY AND LANGUAGE ACCESS PLAN REQUIREMENTS

Implementation Date 10/01/25

ACOM POLICY 406 - MEMBER HANDBOOK AND PROVIDER DIRECTORY

Implementation Date 10/01/25

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

Implementation Date 10/01/25

ACOM POLICY 417 – APPOINTMENT AVAILABILITY, TRANSPORTATION TIMELINESS, MONITORING AND REPORTING

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

ACOM POLICY 436 – NETWORK STANDARDS

Implementation Date 10/01/25

ACOM POLICY 438 – ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION AND MONITORING

Implementation Date 10/01/25

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

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