

**DATE:** March 17, 2026  
**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](mailto: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 Attachments 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](#)**

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

**ACOM POLICY 444 - NOTICE AND APPEAL REQUIREMENTS (SERIOUS MENTAL ILLNESS APPEALS)**

ACOM Policy 444 had substantial changes below that included but were not limited to:

- Revised applicability to remove CHP.
- Revised throughout to update Serious Mental Illness (SMI) eligibility.
- Revisions to informal conference rescheduling.

**ATTACHMENT A – AHCCCS NOTICE OF SMI GRIEVANCE AND APPEAL PROCEDURE**

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

- Revised to add language for acknowledging appeal requirements.
- Revised to update address.

**ATTACHMENT B – NOTICE OF LEGAL RIGHTS FOR PERSONS WITH SERIOUS MENTAL ILLNES**

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

- Removed all Office of Human Rights numbers and instead utilizing only the 1-800-421-2124 number.

**ATTACHMENT C – NOTICE OF DECISION AND RIGHT TO APPEAL (FOR INDIVIDUALS WITH A SERIOUS MENTAL ILLNESS)**

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

- Added options to be filled in with Contractor name or Health Plan name.

**ATTACHMENT D – NOTICE OF DISCRIMINATION PROHIBITED**

- Attachment D had no substantial changes.