

DATE: May 15, 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.

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](#)

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

ACOM POLICY 437 - FINANCIAL RESPONSIBILITY FOR SERVICES AFTER THE COMPLETION OF COURT ORDERED EVALUATION

ACOM Policy 437 had changes below that included but were not limited to:

- Added a reference to the AHCCCS Covered Behavioral Health Service Guide (CBHSG).

CURRENT UPDATES AND REVISIONS TO THE AHCCCS ACOM AND AMPM DICTIONARY

The AHCCCS Contract and Policy Dictionary has been updated to reflect a new title. It is now called the AHCCCS ACOM and AMPM Dictionary. This update is being made to better align terminology across the AHCCCS Contractor Operations Manual (ACOM) and our AHCCCS Medical Policy Manual (AMPM), including the policies contained within each respective manual. The scope and purpose of the dictionary remain unchanged and this update only reflects a naming change.

The following terms and/or definitions have been updated:

- Day – Business (Business Day)

The following terms and/or definitions have been removed:

- Alternate Electronic Visit Verification (EVV)
- Business Days
- Calendar Days

To view the AHCCCS ACOM AND AMPM Dictionary, please access the following link:

[AHCCCS ACOM AND AMPM DICTIONARY](#)