

DATE: June 19, 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)
NEWLY ADDED TO APPROVED NOT YET EFFECTIVE

ACOM POLICY 101 - MARKETING

Implementation Date 10/01/26

ACOM Policy 101 had substantial changes below that included but were not limited to:

- Giveaway items will no longer have to contain a health-related message. Contractors will still need to submit giveaways for review and approval.
- Clarification was added surrounding streaming advertisements.
- Marketing materials for AHCCCS covered services and Medicare Advantage products must clearly distinguish between both.

ATTACHMENT A – MARKETING ATTESTATION STATEMENT - RESERVED

Implementation Date 10/01/26

Attachment A is being reserved as the contract already describes the expectations.

ATTACHMENT B – MARKETING ACTIVITIES REPORT - RESERVED

Implementation Date 10/01/26

Attachment B is being reserved as the policy outlines what is needed in order to obtain approval.

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

Implementation Date 10/01/26

ACOM Policy 302 is being reserved as this Policy only covers reimbursement through CYE 24. The final settlement has been completed and will not be continued.

ATTACHMENT A - COST SETTLEMENT FOR CORONAVIRUS DISEASE OF 2019 VACCINE – RESERVED

Implementation Date 10/01/26

Attachment A is being reserved as this Policy only covers reimbursement through CYE 24. The final settlement has been completed and will not be continued.

ACOM POLICY 303 CYE 26 – COMMUNITY REINVESTMENT E/PD ONLY – RESERVED

Implementation Date 10/01/26

ACOM Policy 303 E/PD only will reserve as it is no longer needed.

ATTACHMENT A - COMMUNITY REINVESTMENT PLAN TEMPLATE E/PD ONLY – RESERVED

Implementation Date 10/01/26

Attachment A E/PD only will reserve as it is no longer needed.

ATTACHMENT B - COMMUNITY REINVESTMENT REPORT E/PD ONLY – RESERVED

Implementation Date 10/01/26

Attachment B E/PD only will reserve as it is no longer needed.

**ACOM POLICY 403 - ENROLLMENT CHOICE IN A COUNTY WITH CHOICE AND CHANGE OF CONTRACTOR:
ARIZONA LONG TERM CARE SYSTEM CONTRACTORS**

Implementation Date 10/01/26

ACOM Policy 403 had substantial changes below that included but were not limited to:

- Revised to provide clarification regarding the grievance process standard if a Contractor denies a plan change request.

ACOM POLICY 405 - CULTURAL COMPETENCY AND LANGUAGE ACCESS REQUIREMENTS

Implementation Date 10/01/26

ACOM Policy 405 had substantial changes below that included but were not limited to:

- Updated to align with 42 CFR 438.10 and to align with ACOM Policy 404, Contractor Website and Member Information.
- Reorganized several areas throughout the policy to improve flow and clarifying intent.
- Removed references to Attachment A due to the Attachment no longer needed.
- Revised to ensure methods include languages spoken and ethnicity.
- Clarified education and training program methods for better interaction.

ATTACHMENT A – CULTURAL COMPETENCY PLAN ASSESSMENT REPORTING CHECKLIST - RESERVED

Implementation Date 10/01/26

Attachment A is being removed as it is no longer required, however, AHCCCS reserves the right to request competency plan.
