

**DATE:** June 26, 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](#)**

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

**NEWLY ADDED TO APPROVED NOT YET EFFECTIVE**

**ACOM POLICY 404 - CONTRACTOR WEBSITE AND MEMBER INFORMATION**

*Implementation date 10/01/26*

ACOM Policy 404 had substantial changes below that included but were not limited to:

- Removing reference to Attachment C as it is being reserved and no longer needed.
- Adding clarity to ensure Contractors submit as required for member-facing website content including but not limited to the Community Resource Guide.

**ATTACHMENT A – ATTACHMENT A - ORGANIZATIONS RECOGNIZED BY AHCCCS**

*Implementation date 10/01/26*

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

- Adding HealthHub as an approved organization.

**ATTACHMENT B - CONTRACTOR WEBSITE CERTIFICATION CHECKLIST**

*Implementation date 10/01/26*

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

- Promoting a more transparent approach in whole-person care.
- Providing more detailed information surrounding Prior Authorization (PA) for the reporting metrics, including added a new check list item for Mental Health Parity and Application Programming Interface (API) reporting metric requirements.

**ATTACHMENT C - MEMBER INFORMATION ATTESTATION STATEMENT - RESERVED**

*Implementation date 10/01/26*

Attachment C is being reserved as the Policy already describes the expectations.

**ACOM POLICY 406 - MEMBER HANDBOOK AND PROVIDER DIRECTORY**

*Implementation date 10/01/26*

ACOM Policy 406 had substantial changes below that included but were not limited to:

- Removing the requirement to submit a final copy of the member handbook.
- Updating that member handbook inserts required by AHCCCS shall be submitted as member information materials and are subject to applicable review and approval requirement.

**ATTACHMENT A - MEMBER HANDBOOK CHECKLIST**

*Implementation date 10/01/26*

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

- Adding Children’s System of Care – Vision and Guiding Principles.
- Adding Nine Guiding Principles for system development, service delivery, and collaboration.
- Removing section 2 and Section 3 as they are incorporated into AMPM Exhibit 300-3.
- Adding Non-Emergency Medical Transportation (NEMT) section.

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

*Implementation date 10/01/26*

Attachment B Centers for Medicare and Medicaid Services (CMS) Required Definitions had no changes.

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**PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE**

**ACOM POLICY 101 - MARKETING**

*Implementation date 10/01/26*

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

*Implementation date 10/01/26*

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

*Implementation date 10/01/26*

**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 405 - CULTURAL COMPETENCY AND LANGUAGE ACCESS REQUIREMENTS**

*Implementation date 10/01/26*