

DATE: July 23, 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 415 - PROVIDER NETWORK DEVELOPMENT AND MANAGEMENT PLAN; PERIODIC NETWORK REPORTING REQUIREMENTS

Implementation date 10/01/26

ACOM Policy 415 had substantial changes below that included:

- Adding a reference to ACOM Policy 439, Material Changes, Provider Network, and Business Operations as it relates to any identified providers who are terminated or with reduced/diminished scope of service.

ATTACHMENT A – NETWORK ATTESTATION STATEMENT

Implementation date 10/01/26

Attachment A had no substantial changes.

ATTACHMENT B – NETWORK DEVELOPMENT AND MANAGEMENT PLAN CHECKLIST

Implementation date 10/01/26

Attachment B had substantial changes below that included:

- Removing Dementia or related disorders from CHP evaluation criteria.
- Adding description requirements surrounding Peer-Run Organizations (PROs) and Family-Run Organizations (FRs), including maintaining an adequate network applicable to all lines of business.
- Adding additional requirements to all lines of business regarding the delivery mechanisms to members living in rural areas and how many members they are currently serving in these settings.
- Removing from all lines of business reporting on providers that offer telemedicine, teledentistry, and asynchronous technologies by GSA, describing Member Advocacy/Member Council activities, and for ACC-RBHA removing the reporting for utilization of various Grants.

POST PUBLIC COMMENT CHANGES:

Attachment B had substantial changes below that included:

- Adding #11 for network changes.

ATTACHMENT D - PROVIDER CHANGES REPORT

Implementation date 10/01/26

Attachment D had substantial changes below that included:

- Adding additional fields for County(ies) Served, Termination or Reduction in Services, Reason/Description, and If rates were part of the reason.

POST PUBLIC COMMENT CHANGES:

Attachment D had substantial changes below that included:

- Adding “and/” to the number of members assigned to, residing in, and/or regularly receiving services from the provider.
- Changing column (6) title to Members Impacted.

ATTACHMENT F - CENTERS OF EXCELLENCE REPORT AND CHECKLIST

Implementation date 10/01/26

Attachment D had no substantial changes

ACOM POLICY 433 - MEMBER IDENTIFICATION CARDS

Implementation date 10/01/26

ACOM Policy 433 was revised to include but not limited to:

- Center for Medicare and Medicaid Services (CMS) requirement for dually enrolled members.
- Removing the requirement to list out the AHCCCS name on the ID card.

ATTACHMENT A - TABLE OF REQUIREMENTS

Implementation date 10/01/26

Attachment A was revised for the following issues including:

- Adding language to direct Applicable Integrated Plans (AIP) to model shared and emphasize importance of including requirements not part of AIP model, but an AHCCCS requirement.

ACOM POLICY 436 – NETWORK STANDARDS

Implementation date 10/01/26

ACOM Policy 436 had revisions including but were not limited to:

- Removing titles of the attachments throughout the policy.
- Adding that if the contractor utilizes a subcontractor, they must identify the subcontractor and the scope of its analysis.

ATTACHMENT A - MINIMUM NETWORK REQUIREMENTS TIME AND DISTANCE VERIFICATION

Implementation date 10/01/26

Attachment A had no substantial changes.

ATTACHMENT B - ALTCS E/PD AND DDD FACILITY REPORTING

Implementation date 10/01/26

Attachment B had no substantial changes.

ATTACHMENT C - MINIMUM NETWORK REQUIREMENTS MULTI-SPECIALTY INTERDISCIPLINARY CLINIC REPORT

Implementation date 10/01/26

Attachment C had no substantial changes.

ATTACHMENT D - REQUEST FOR EXCEPTION TO NETWORK STANDARDS

Implementation date 10/01/26

Attachment D had no substantial changes.

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 404 - CONTRACTOR WEBSITE AND MEMBER INFORMATION

Implementation date 10/01/26

ACOM POLICY 405 - CULTURAL COMPETENCY AND LANGUAGE ACCESS REQUIREMENTS

Implementation date 10/01/26

ACOM POLICY 406 - MEMBER HANDBOOK AND PROVIDER DIRECTORY

Implementation date 10/01/26
