

DATE: August 06, 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)

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

**ACOM POLICY 415 - PROVIDER NETWORK DEVELOPMENT AND MANAGEMENT PLAN; PERIODIC NETWORK
REPORTING REQUIREMENTS**

Implementation date 10/01/26

ACOM POLICY 433 - MEMBER IDENTIFICATION CARDS

Implementation date 10/01/26

ACOM POLICY 436 – NETWORK STANDARDS

Implementation date 10/01/26

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:

- Administrative Action – New term being added.
- AHCCCS Quality Improvement (QI) Team – Removed the AHCCCS Division title and revised for clarity.
- AHCCCS Quality Management (QM) Team – Remove the AHCCCS Division title.
- Case Management – Revised to provide a more centered first inclusive monitoring of an members whole health.
- Enhancing Quality Improvement Plan (EQIP) – New term being added.
- Housing and Urban Development (HUD) Housing Choice Voucher Program – New term being added.
- Notice of Adverse Benefit Determination (NOBD) – Revised the Acronym only.
- Notice of Mandated Corrective Action Plan – New term being added.
- Notice of Sanction – New term being added.
- Office of Individual and Family Affairs (OIFA) – Clarifying that it is a department and not an area.
- Office of Individual and Family Affairs (OIFA) Alliance – Revised to align with a more collective group.
- Peer – Revised to align with an individual who has personal living experience.
- Performance Improvement Project (PIP) – Revised with a clearer approach for services and outcomes for continuous improvement.
- Primary Care Physician – Revised to align with Arizona Revised Statute (ARS) definition.
- Primary Care Provider – Revised to align with Arizona Revised Statute (ARS) definition.

The following terms and/or definitions have been removed:

- AHCCCS Policy Committee (APC) – Removed no longer applicable.
- Electronic Visit Verification (EVV) System – Removed no longer applicable.
- Electronic Visit Verification (EVV) Vendor – Removed no longer applicable.
- Notice of Appeals Resolution (NOAR) – Removed no longer applicable.
- Provider Case Manager – Relocated to Case Manager – Provider

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

[AHCCCS ACOM AND AMPM DICTIONARY](#)