

**DATE:** August 20, 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 301 CYE 18-CYE 26 - ALTCS E/PD PROGRAM TIERED RECONCILIATION**

*Implementation date 10/01/26*

ACOM Policy 301 CYE 18 – CYE 26 was revised to include but not limited to:

- Adding CYE 18 – CYE 26 to the title.
- Ensuring that sub-capitation and block-purchase arrangements are also taken into consideration when performing recoupments/refunds/recoveries on claims.

**ATTACHMENT A - ALTCS E/PD PROGRAM TIERED RECONCILIATION**

*Implementation date 10/01/26*

Attachment A had no substantial changes

**ACOM POLICY 301 CYE 27 AND FWD - ALTCS E/PD PROGRAM TIERED RECONCILIATION**

*Implementation date 10/01/26*

ACOM Policy 301 CYE 27 and FWRD is a new policy for Contract Year Ending 27

**ATTACHMENT A - ALTCS E/PD PROGRAM TIERED RECONCILIATION**

*Implementation date 10/01/26*

Attachment A is a new attachment for CYE 27

**ACOM POLICY 304 - PREMIUM TAX REPORTING**

*Implementation date 10/01/26*

ACOM Policy 304 was revised to include but not limited to:

- Updating website links.
- Providing clarity of sanctions and liens being subject to Premium Tax.
- Clearly identifying that coordination with the Department of Insurance and Financial Institutions (DIFI) is the responsibility of the Managed Care Organization (MCO) and not the responsibility of AHCCCS.

**ATTACHMENT A - MANAGED CARE PAYMENTS INCLUDED FOR PREMIUM TAX**

*Implementation date 10/01/26*

Attachment A had no substantial changes.

**ACOM POLICY 307 CYE 27 - ALTERNATIVE PAYMENT MODEL INITIATIVE – STRATEGIES AND PERFORMANCE BASED PAYMENTS INCENTIVE**

*Implementation date 10/01/26*

ACOM Policy 307 CYE 27 was revised to include but not limited to:

- Removing intent language that was intended to start CYE 27 surrounding performance measures for members with a Serious Mental Illness (SMI) designation.

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**ATTACHMENT A CYE 27 – LEARNING ACTION NETWORK – ALTERNATIVE PAYMENT MODEL FRAMEWORK STRATEGIES**

*Implementation date 10/01/26*

Attachment A had no substantial changes.

**ACOM POLICY 310 - DELIVERY SUPPLEMENTAL PAYMENT**

*Implementation date 10/01/26*

ACOM Policy 310 had was revised to include but not limited to:

- Reporting live births and stillborn births shall now be reported through the AHCCCS Provider Portal.
- Births reported by any State Agency will not be eligible for delivery supplemental payments.

**POST PUBLIC COMMENT CHANGE**

- Adding the word baby to be clear about type of delivery.

**ACOM POLICY 326 CYE 26 - FIXED ADMINISTRATIVE COST COMPONENT RECONCILIATION FOR ACC AND ACC-RBHA**

*Implementation date 10/01/26*

ACOM Policy 326 was revised to include but not limited to:

- End dating the Policy.

**ATTACHMENT A - ADMIN/MEMBER MONTH RECONCILIATION**

*Implementation date 10/01/26*

Attachment A had no substantial changes

**ACOM POLICY 412 - CLAIMS RECOUPMENTS AND REFUNDS**

*Implementation date 10/01/26*

ACOM Policy 412 was revised to include but not limited to:

- Recoupment request reporting limit changing from 50K to 100K.
- Combining recoupment deliverables from two separate deliverables to one under the name Recoupment Requests.
- Removing Data Processes for Recoupments deliverable.
- Adding language to clarify DDD and CHP requirements for applying Policy for their subcontracted health plans.
- Removing Cumulative Recoupments over 50K.

**ATTACHMENT A - RECOUPMENT REQUEST**

*Implementation date 10/01/26*

Attachment A is a new Attachment for reporting a claims file.

**POST PUBLIC COMMENT CHANGE:**

Adding Non-Title 19 indicator at the top of tab 1.

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**ACOM POLICY 417 - APPOINTMENT AVAILABILITY, TRANSPORTATION TIMELINESS, MONITORING, AND REPORTING**

*Implementation date 10/01/26*

ACOM Policy 417 was revised to include but not limited to:

- Adding Contractor responsibility for ensuring that any subcontracted transportation vendors are complying with the requirements found within the policy.

**ATTACHMENT A - APPOINTMENT AVAILABILITY**

*Implementation date 10/01/26*

Attachment A had no substantial changes

**ATTACHMENT B -TRANSPORTATION TIMELINESS REVIEW**

*Implementation date 10/01/26*

Attachment B was revised to include but not limited to:

- Clarifying language and adding additional data collection.

**ACOM POLICY 435 – TELEPHONE PERFORMANCE STANDARDS AND REPORTING**

*Implementation date 10/01/26*

ACOM Policy 435 was revised to include but not limited to:

- Adding language clarifying that the Contractor shall submit a separate Attachment A for each Line of Business (LOB).
- Adding language to adjust for the addition on Attachment A regarding specific Performance Metrics for days not met.
- Adding language clarifying that Attachment A. Tab B should be submitted identifying call data by Line of Business (LOB).
- Adding language to clarify expectations for Attachment A to include details for a telephone service interruption.

**ATTACHMENT A – TELEPHONE PERFORMANCE MEASURES TEMPLATE**

*Implementation date 10/01/26*

Attachment A was revised to include but not limited to:

- Adding Information to the Worksheet tab A, requiring the Managed Care Organization (MCO) to specify which metric(s) were not met.

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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 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*

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