

DATE: September 3, 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 305 CYE 27 – PERFORMANCE BOND AND EQUITY PER MEMBER REQUIREMENTS

Implementation date 10/01/26

AMPM Policy 305 CYE 27 had substantial changes below that included but were not limited to:

- Policy is now applicable to ACC, ACC-RBHA, ALTCS E/PD, CHP, and DDD Contractors.
- At any time during the contract cycle, the maintenance of equity per member shall never fall below the minimum capitalization requirements.
- ALTCS E/PD Equity per member requirement at least \$2,000 per member.

ATTACHMENT A - PERFORMANCE BOND ANNUAL ATTESTATION STATEMENT

Implementation date 10/01/26

Attachment A had no Substantial Changes

ATTACHMENT B - PERFORMANCE BOND FORM

Implementation date 10/01/26

Attachment B had no Substantial Changes

ATTACHMENT C - INSTRUCTIONS FOR WIRE/ACH TRANSFERS OF FUNDS TO AHCCCS VIA ARIZONA STATE TREASURER

Implementation date 10/01/26

Attachment C had no Substantial Changes

ACOM POLICY 409 - CONTRACTOR OFFICE OF INDIVIDUAL AND FAMILY AFFAIRS (OIFA)

Implementation date 10/01/26

ACOM Policy 409 had substantial changes below that included but were not limited to:

- Revising to clearly outline Contractor Responsibilities.
- Removing some duplicative language.
- Updating deliverable requirements.

ATTACHMENT A – NEW PEER-RUN OR FAMILY-RUN ORGANIZATION REQUEST FORM

Implementation date 10/01/26

Attachment A had no Substantial Changes

ATTACHMENT B - ROSTER OF PEER AND FAMILY COMMITTEE MEMBERS

Implementation date 10/01/26

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

- Removing and replacing the original instructions have been updated for completing the Roster of Peer and Family Committee Members.
- Removing the second row as it was repeating what was found in the instructions.
- Removing several columns due to information being captured in different fields.

ACOM POLICY 438 - ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION AND MONITORING

Implementation date 10/01/26

ACOM Policy 438 was revised to include but not limited to:

- Updating to align with Code of Federal Regulations (CFR) for both adults and members under the age of 21.
- Adding the CFR to grant authority for delegated services mandated by AHCCCS.

ATTACHMENT A - ADMINISTRATIVE SERVICES SUBCONTRACTOR CHECKLIST

Implementation date 10/01/26

Attachment A was revised to include but not limited to:

- Reinstating the oversight of the sub-contractors and removing the reference to the National Committee for Quality Assurance (NCQA) (Vendor) reference.
- Adding that the term of the subcontract includes beginning and end dates, method of extension, termination, and re-negotiation.
- Clarifying that record keeping is not a requirement for credentialing subcontracts.
- Adding language surrounding Pharmacy Benefit Manager (PBM) shall reimburse pharmacies at a minimum of the actual acquisition cost of medications dispensed.
- In addition, PBM shall also reimburse a Pharmacy Services Administrative Organization (PSAO) also at actual acquisition cost.

ATTACHMENT B - ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION REPORT

Implementation date 10/01/26

Attachment B was revised to include but not limited to:

- Removing Template from the title to align with Attachments A and C.
- Updating the Titles of the columns to provide clarity of information to include in the column.

ATTACHMENT C - ADMINISTRATIVE SERVICES SUBCONTRACTOR NON-COMPLIANCE REPORTING

Implementation date 10/01/26

Attachment C had no Substantial Changes

ACOM POLICY 439 – MATERIAL CHANGES: PROVIDER NETWORK AND BUSINESS OPERATIONS

Implementation date 10/01/26

ACOM Policy 439 received a “Remove and Replace” of the entire Policy. AHCCCS felt it was a better process to highlight the more substantial revisions that were made to the Policy including but not limited to:

- The Contractor must receive approval prior to initiating or pursuing a Material Change to Provider Network or Business Operations.
- Both CHP and DDD must ensure their Subcontracted Health Plans receive approval prior to initiation of a material Change to Provider Network or Business Operations.
- The Contractor must submit the below three new Attachments as specified in Contract, Section F, Attachment F3, Contractor Chart of Deliverables.

POST PUBLIC COMMENT CHANGES

- Updating language as network and business operations are required to meet the needs of the overall of the membership.

- Adding language to ensure AMPM Policy 520 is considered during member transition activities.
- Changing where AHCCCS designates the change as material.
- Adding health-plan initiated to clarify it from provider-initiated term.

ATTACHMENT A – PROVIDER NETWORK/BUSINESS OPERATIONS MATERIAL CHANGE PLAN CHECKLIST - RESERVED

Implementation date 10/01/26

Attachment A was reserved creating new Attachments.

ATTACHMENT B - COVER LETTER TEMPLATE

Implementation date 10/01/26

Attachment B is a new Attachment to formalize a template for Contractor's to submit their Cover Letters.

ATTACHMENT C - MATERIAL CHANGE PLAN TEMPLATE - CONTINGENCY PLAN

Implementation date 10/01/26

Attachment C is a new Attachment to formalize how Contractor's are submitting their Material Changes that include:

- Contingency Plans,
- Member Transition Plan.
- Communication Plan.
- Contractor Staff Training Plan.
- System Change Plan.

POST PUBLIC COMMENT CHANGES

- Adding Effective Date to Contingency Plan tab.
- Adding percentage of membership and/or provider network to Member Transition tab.
- Adding including monitoring timeline and grievance and appeals monitoring activities to Member Transition tab.

ATTACHMENT D - MEMBER TRANSITION GRID

Implementation date 10/01/26

Attachment D is a new Attachment to formalize how Contractor's are submitting their Member Transitions that include:

- A Sample Member Transition Grid.
- A Sample Member.

POST PUBLIC COMMENT CHANGES

- Adding Effective Date to Member Transition Grid tab.
- Adding language that the Contractor must submit a Member Transition Grid and must address each field for each disruption as applicable to Member Transition Grid tab.
- Adding a services column to Member Transition Grid tab.
- Adding language that this is not an exhaustive list to Optional Data Points tab.
- Adding Justice Involved, Probation/Parole Officer Coordination, Prior Authorization Information, and Medical Records to the Optional Data Points tab.

PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE

ACOM POLICY 101 - MARKETING

Implementation date 10/01/26

ACOM POLICY 301 CYE 18-CYE 26 - ALTCS E/PD PROGRAM TIERED RECONCILIATION

Implementation date 10/01/26

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

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 304 - PREMIUM TAX REPORTING

Implementation date 10/01/26

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

Implementation date 10/01/26

ACOM POLICY 310 - DELIVERY SUPPLEMENTAL PAYMENT

Implementation date 10/01/26

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

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 412 - CLAIMS RECOUPMENTS AND REFUNDS

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 417 - APPOINTMENT AVAILABILITY, TRANSPORTATION TIMELINESS, MONITORING, AND REPORTING

Implementation date 10/01/26

ACOM POLICY 433 - MEMBER IDENTIFICATION CARDS

Implementation date 10/01/26

ACOM POLICY 435 – TELEPHONE PERFORMANCE STANDARDS AND REPORTING

Implementation date 10/01/26

ACOM POLICY 436 – NETWORK STANDARDS

Implementation date 10/01/26
