

DATE: September 4, 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 414 - REQUIREMENTS FOR SERVICE AUTHORIZATION DECISION AND NOTICES OF ADVERSE BENEFIT DETERMINATION

Implementation date 10/01/26

ACOM Policy 414 had substantial changes below that included but were not limited to:

- Revising Notice of Adverse Benefit Determination - NOA to NABD.
- Updating service authorization time frames to align with 42 CFR 438.210.
- Adding new National Committee for Quality Assurance (NCQA) language regarding peer-to-peer process which aligns with 42 CFR 438.404
- Revising to identify additional requirements associated with issuance of notices.
- Adding language regarding peer-to-peer discussions prior to service authorization request.
- Removing the reference of calendar throughout policy as the intent is every day of the week, updated in ACOM and AMPM Dictionary.

POST PUBLIC COMMENT CHANGES

- Adding language to clarify non-medication requests.
- Adding a section to address when a peer to peer must take place.
- Adding section to address when plans may miss information or receive additional information, but it is after the Notice of Adverse Benefit Determination (NABD) has been sent.
- Revising to clarify service authorization process for medications and non-medications.

ATTACHMENT A – NOTICE OF ADVERSE BENEFIT DETERMINATION TEMPLATE

Implementation date 10/01/26

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

- Removing language within the “Your Rights if you Disagree with this Decision”.
- Removing language that added no value.

ATTACHMENT B - LEGAL SERVICES PROGRAM

Implementation date 10/01/26

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

- Updating multiple phone numbers for various legal entities.

ATTACHMENT C – NOTICE OF EXTENSION TEMPLATE

Implementation date 10/01/26

Attachment C had no substantial changes.

ATTACHMENT D - NOTICE OF ADVERSE BENEFIT DETERMINATION SELF-AUDIT SCORES AND EXECUTIVE SUMMARY

Implementation date 10/01/26

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

- General Instruction Tab – Removing and replacing with the new instructions.

- Behavioral Health Tab – Removing language surrounding Medication Services Requests for Service and requests by health care professionals.
- Medical Tab – Removing Medication Service Requests.
- Dental Tab – Removing Medication Service Requests.
- Pharmacy Tab – Had no changes.
- Executive Summary Tab – New Tab to provide for ease of use to report the Executive Summary.

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 305 CYE 27 – PERFORMANCE BOND AND EQUITY PER MEMBER REQUIREMENTS

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

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

ACOM POLICY 438 - ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION AND MONITORING

Implementation date 10/01/26

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

Implementation date 10/01/26
