ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

150 N. 18th Avenue
Phoenix, AZ 85007
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KATIE HOBBS
GOVERNOR

ROBERTA HARRISON
INTERIM DIRECTOR

DATE: November 25, 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

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CURRENT UPDATES AND REVISIONS TO THE AHCCCS CONTRACTOR OPERATIONS MANUAL (ACOM)

ACOM POLICY 450 – ALTCS EXTRAORDINARY CARE REVIEW PROCESS FOR MINOR MEMBERS

ACOM Policy 450 has been developed to outline ALTCS Contractor requirements for the extraordinary care review process for members under the age of 18 when their Health Care Decision Maker (HCDM) has concerns with the service hours assessed for the member. This process serves as a secondary review function prior to a formal notice of adverse benefit determination when the HCDM believes their child has extraordinary needs not accurately captured by the Home and Community Based Services Needs Tool (HNT).

ATTACHMENT A – AHCCCS CONTRACTOR EXTRAORDINARY CARE REVIEW (ECR) REPORT

Attachment A was developed and shall be used by the Managed Care Contractors to submit data to AHCCCS regarding the ECR process.

POST PUBLIC COMMENT CHANGES

POST DRAFT REVISIONS: As a result of the public comment process, AHCCCS, in coordination with the providers and stakeholders, reviewed and revised various aspects of the Policy and the Attachment to address feedback and improve clarity, consistency, and implementation.