ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

801 E. Jefferson Street
Phoenix, AZ 85034
602.417.4000

KATIE HOBBS
GOVERNOR

DATE: June 4, 2025

TO: Holders of the AHCCCS Medical Policy Manual (AMPM)

FROM: Division of Managed Care (DMC) Contracts and Policy Unit

SUBJECT: AHCCCS Medical Policy Manual (AMPM)

This memo describes additions and/or revisions to the AMPM. 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.

CONTRACT AND POLICY DICTIONARY AND AHCCCS RELATED ACRONYMS

To view the AHCCCS Contract and Policy Dictionary, please access the following link:
AHCCCS CONTRACT AND POLICY DICTIONARY

The AHCCCS Contract and Policy 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 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 MEDICAL POLICY MANUAL (AMPM)

NEWLY ADDED TO APPROVED NOT YET EFFECTIVE

AMPM POLICY 550 – SERIOUS EMOTIONAL DISTURBANCE IDENTIFICATION

Implementation Date 10/01/25

AMPM Policy 550 is a new Policy specifying requirements for Serious Emotional Disturbance (SED) Identification and incorporates pertinent SED information relocated from AMPM Policy 320-P.

POST PUBLIC COMMENT CHANGES that concluded on May 27, 2025:

Additional substantial revisions were made to AMPM Policy 550 based on public comment including but not limited to:

- Removal of Care Manager as it does not apply to their responsibility.
- Revised to align with CALOCUS guidance system use.
- Added reference to AMPM Policy 580.
- Revised “recommended” to “identified” for CALOUCS levels of care to align with expectation.
- Changed “shall” to “may” to indicate the possibility of removal of SED behavioral health category.
- Added the member or Health Care Decision Maker (HCDM) may request the removal of the SED behavioral health category.

To view all AMPM policies and attachments, please access the following link:
AHCCCS MEDICAL POLICY MANUAL (AMPM)