ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

150 N. 18th Avenue
Phoenix, AZ 85007
602.417.4000

KATIE HOBBS
GOVERNOR

DATE: July 31, 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

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

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CURRENT UPDATES AND REVISIONS TO THE AHCCCS MEDICAL POLICY MANUAL (AMPM)

AMPM POLICY 940 – MEDICAL RECORDS AND COMMUNICATION OF CLINICAL INFORMATION

AMPM Policy 940 was revised for minor formatting and grammatical changes and including but not limited to:

- Revised to update internal processes and procedures.
- Clarified requirements for providers.

POST PUBLIC COMMENT CHANGES that concluded on 6/30/25

- Added definitions for terms for purposes of this Policy.

NEWLY ADDED TO APPROVED NOT YET EFFECTIVE

AMPM POLICY 582 – SUPPORT AND REHABILITATION SERVICES FOR CHILDREN, ADOLESCENTS, AND YOUNG ADULTS

Implementation Date 10/01/25

AMPM Policy 582 was revised for minor formatting and grammatical changes and including but not limited to:

- Revised to remove “Wraparound” and replace with High Needs Case Management.

POST PUBLIC COMMENT CHANGES that concluded on 06/20/25

- Added reference to the AHCCCS Covered Behavioral Health Service Guide (CBHSG).
- Removed care coordination as it is not a billing code.
- Aligned services with the AHCCCS Covered Behavioral Health Service Guide (CBHSG).
- Removed Therapeutic Foster Care from Rehabilitation Services.
- Added reference to AMPM Policy 570.
- Added clarification to align with AMPM Policy 570.
- Added clarification to differentiate between Child and Family Teams and Child and Family Team Meetings.
- Removed requirements as Utilization Managers do not attend Child and Family Team Meetings.
- Clarified that only staff that facilitate Child and Family Team Meetings for children with complex needs shall be trained in High Needs Case Management.

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AMPM POLICY 950 – CREDENTIALING AND RECREDENTIALING PROCESSES
Implementation Date 10/01/25

AMPM Policy 950 was revised for minor formatting and grammatical changes and including but not limited to:

- Consolidating two deliverables under a new deliverable title.
- Adding to physicians that other various doctors could be included.
- Added clarification to align with recredentialing of organizational providers.
- Added clarification of adverse provider reporting.

ATTACHMENT A – AHCCCS CONTRACTOR CREDENTIALING REPORT

Attachment A was revised for minor formatting and grammatical changes including but not limited to:

- Revised title to align with Contract.
- Added new section to include denied/terminated providers to align with Policy.
- Added explanation on how percentage is determined.

PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE

AMPM POLICY 320-T1 – BLOCK GRANTS AND DISCRETIONARY FUNDS
Implementation Date 10/01/25

AMPM POLICY 320-T2 – NON-TITLE XIX XXI SERVICES AND FUNDING (EXCLUDING BLOCK GRANTS AND DISCRETIONARY GRANTS
Implementation Date 10/01/25

AMPM POLICY 320-W – THERAPEUTIC FOSTER CARE FOR CHILDREN
Implementation Date 10/01/25

AMPM POLICY 550 – SERIOUS EMOTIONAL DISTURBANCE IDENTIFICATION
Implementation Date 10/01/25

AMPM POLICY 1620-I – HIGH-COST BEHAVIORAL HEALTH REINSURANCE STANDARD
Implementation Date 10/01/25