ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

150 N. 18th Avenue
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602.417.4000

KATIE HOBBS
GOVERNOR

KRISTEN CHALLACOMBE
INTERIM DIRECTOR

DATE: August 15, 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 310-BB – TRANSPORTATION

AMPM Policy 310-BB had substantial changes below that included but were not limited to:

- Added language surrounding Non-Emergency Medical Transportation (NEMT) to covered services provided in the community.
- Added language to provide Non-Medical Transportation (NMT) to and from Health-Related Social Needs (HSRN) services and Home and Community Based Services (HCBS) for ALTCS and Tribal ALTCS members.
- Removed time restraints for Prior Authorization (PA) for transport of an unaccompanied minor.

POST PUBLIC COMMENT CHANGES that concluded on 7/14/25

- Policy was updated to clarify that medical emergency calls do not need to be made by the member.

ATTACHMENT A – TRANSPORTATION AUTHORIZATION AND RELEASE OF LIABILITY

- Attachment A had no changes.

AMPM POLICY 310-N – LABORATORY SERVICES

AMPM Policy 310-N had substantial changes below that included but were not limited to:

- Added reference to the AHCCCS Behavioral Health Services Guide (ABHSG) for Substance Use Disorder and Urine Drug Testing requirements.

POST PUBLIC COMMENT CHANGES that concluded on 7/19/25:

- Policy was revised to add reference to AMPM Policy 310-KK.

AMPM POLICY 710 – SCHOOL BASED CLAIMING PROGRAM

AMPM Policy 710 had substantial changes below that included but were not limited to:

- Removed limitations on assessments, diagnostics, and evaluations.
- Revised to add nurse delegations.

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AMPM POLICY 1620-H – TRANSITIONAL PROGRAM STANDARD

AMPM Policy 1620-H had substantial changes below that included but were not limited to:

- Revised to clarify that Policy is identifying ALTCS Case Managers.
- Added statement to capture all applicability for ALTCS.

AMPM POLICY 1620-J – OUT-OF-STATE PLACEMENT STANDARDS

AMPM Policy 1620 J had substantial changes below that included but were not limited to:

- Removed requirements from Policy and included it in new Attachments A and B.
- Removed timeframe for clarity.

ATTACHMENT A – ALTCS OUT-OF-STATE PLACEMENT REQUEST FOR APPROVAL

Attachment A is a new attachment regarding requests for out-of-State placements approvals.

ATTACHMENT B – ALTCS OUT-OF-STATE PLACEMENT REQUEST FOR RENEWAL

Attachment B is a new attachment regarding requests for out-of-State placement renewals.

AMPM POLICY 1620-M – CONTRACTOR CHANGE STANDARD

AMPM Policy 1620-M had substantial changes below that included but were not limited to:

- Revised language to align with Policy standards.
- Revised language to align with ACOM Policy 403, Enrollment Choice in a County with Choice and Change of Contractor: ALTCS Contractors.
- Clarified the party responsible for updating the CA161 Placement Maintenance and Service Plan.

AMPM POLICY 1620-N – SERVICE CLOSURE STANDARD

AMPM Policy 1620-N had substantial changes below that included but were not limited to:

- Added Division of Member and Provider services for clarification as not all ALTCS enrolled members are Fee-For-Service (FFS) so Tribal ALTCS may not be applicable.
- Revised to clarify that eligibility decertification can come from various locations.
- Revised to clarify that Policy is identifying ALTCS Case Managers.
- Added Health Care Decision Maker (HCDM) and Designated Representative (DR) when applicable.

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AMPM POLICY 1721 – HEALTH AND HOUSING OPPORTUNITIES (H2O) PROVIDER REGISTRATION

AMPM Policy 1721 is a new Policy establishing requirements for H2O Provider Registration.

POST PUBLIC COMMENT CHANGE that concluded on 7/14/25

Additional changes included but were not limited to:

- Changed "shall" to "may" when specifying options for a Corrective Action Plan (CAP)
- Clarified who is responsible for supporting providers with the enrollment process.
- Clarified Right to Appeal Section to broaden scope and make applicable to all possible applicant types.

NEWLY ADDED TO APPROVED NOT YET EFFECTIVE

AMPM POLICY 960 – QUALITY OF CARE CONCERNS

Implementation Date 10/01/25

AMPM Policy 960 had substantial changes below that included but were not limited to:

- Updated and consolidated deliverable language.
- Added timeframe to acknowledge receipt of concern.
- Clarified Adverse Action processes and inclusions.
- Revised to provide correct statutes.

POST PUBLIC COMMENT CHANGES that concluded on 7/12/25

- Policy was revised to add Designated Representative (DR) throughout Policy, where applicable.

ATTACHMENT C – HEALTH AND SAFETY UPDATE – ONSITE REVIEW FORM

Attachment C had no changes.

ATTACHMENT D – INDIVIDUALS WITH INTELLECTUAL DISABILITIES INVESTIGATION TRAINING

Attachment D had minor formatting and grammatical changes.

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AMPM POLICY 963 – PEER AND RECOVERY SUPPORT SERVICE PROVISION REQUIREMENTS
Implementation Date 10/01/25

AMPM Policy 963 had substantial changes below that included but were not limited to:

- Revised to specify some services may require authorization.
- Revised to specify program parameters.
- Revised to specify training requirements.
- Revised to include credentialing program procedures and resources.
- Revised to include Operation Review standards.
- Revised to specify Contractor responsibilities to include coordination with Provider agencies.
- Revised to include documentation requirements.
- Revised to include additional credentialing programs.
- Revised to clarify supervisor responsibilities.

POST PUBLIC COMMENT CHANGES that concluded on 7/12/25

Additional changes included but are not limited to:

- Removed the scope of practice as no official scope of practice exists.
- Removed Peer Support Employment Training Program as an operator responsibility.
- Revised to state what the Tribal Nation responsibilities are regarding submissions.

AMPM POLICY 964 – CREDENTIALED FAMILY SUPPORT PARTNER REQUIREMENTS
Implementation Date 10/01/25

AMPM Policy 964 had substantial changes below that included but were not limited to:

- Revised to specify the criteria for Credentialed Family Support Partner Services.
- Clarified that providers shall ensure the use of the AHCCCS Quality Management Portal.
- Clarified Fee-For-Service (FFS) applicability.
- Revised to align with AMPM Policy 963, Peer and Recovery Support Service Provision Requirements.
- Revised to clarify Contractor responsibilities.

ATTACHMENT A – CREDENTIALED FAMILY SUPPORT PARTNER INVOLVEMENT IN SERVICE DELIVERY REPORT

Attachment A had no changes.

ATTACHMENT B – CREDENTIALED FAMILY SUPPORT PARTNER GRADUATES

Attachment B had no changes.

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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 582 – SUPPORT AND REHABILITATION SERVICES FOR CHILDREN, ADOLESCENTS, AND YOUNG ADULTS
Implementation Date 10/01/25

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

AMPM POLICY 960 – QUALITY OF CARE CONCERNS
Implementation Date 10/01/25

AMPM POLICY 964 – CREDENTIALED FAMILY SUPPORT PARTNER REQUIREMENTS
Implementation Date 10/01/25

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