ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

150 N. 18th Avenue
Phoenix, AZ 85007
602.417.4000

KATIE HOBBS
GOVERNOR

KRISTEN CHALLACOMBE
INTERIM DIRECTOR

DATE: September 3, 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 1240-A - DIRECT CARE SERVICES (ATTENDANT CARE, PERSONAL CARE, AND HOMEMAKER SERVICES)

AMPM Policy 1240-A was revised to provide clarity for instances whereby a legally responsible individual is responsible for a member's care, the paid services must be determined to be extraordinary in nature. Clarification was also added regarding extraordinary care determination criteria for children to be assessed by the Home and Community Based Services Needs Tool (Exhibit 1620-17). Detailed information on the terms and conditions of the Parents as Paid Care Giver (PPCG) service model option. Revisions were also added to address provider agency supervisory visits requirements. In addition, providing provisions and clarifications to avoid duplication of services.

ATTACHMENT A - SERVICE DELIVERY MONITORING AND SUPERVISORY VISIT DOCUMENTATION FORM

Attachment A is a new form required for provider agencies to use when monitoring and evaluating the quality of the provision of direct care services through supervision visitations.

AMPM POLICY 1240-E - HABILITATION SERVICES

AMPM Policy 1240-E was revised to outline medical necessity requirements for habilitation services. Included are new standards for agencies and individuals providing the service. Detailed information on the terms and conditions of the Parents as Paid Care Giver (PPCG) service model options. In addition, providing provisions and clarifications to avoid duplication of services.

AMPM POLICY 1620-B - NEEDS ASSESSMENT/CARE PLANNING STANDARD

AMPM Policy 1620-B was revised to provide general instructions regarding the process and forms to be utilized for consideration of caregiver options for minors when direct care services meet the extraordinary care criteria.

AMPM POLICY 1620-D - PLACEMENT AND SERVICE PLANNING STANDARD

AMPM Policy 1620-D was revised to provide detailed instructions regarding the timing, process and forms to support the discussion and decisions of caregiver options for minors.

AMPM POLICY 1620-E - SERVICE PLAN MONITORING AND REASSESSMENT STANDARD

AMPM Policy 1620-E was revised to provide a clarified comprehensive person-centered service plan only required on an annual basis with some exceptions related to member preference, transitions and quality of care concerns. Modified requirements for quarterly visits to allow for virtual and/or visits at a service location with some exceptions related to member preference, connectivity capabilities and quality of care concerns. General instructions regarding the process and forms to be utilized for consideration of caregiver options for minors when direct care services meet the extraordinary care criteria.

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AMPM EXHIBIT 1620-10 - AHCCCS PERSON-CENTERED SERVICE PLAN

AMPM Exhibit 1620-10 was revised to adopt changes to comply with accreditation requirements. In addition language was incorporated with some prompts to the case manager for the Parents as Paid Care Giver (PPCG) service model option and added a social isolation screening requirement.

AMPM EXHIBIT 1620-11 - SOCIAL ISOLATION AND LONELINESS SCREENING TOOL

AMPM Exhibit 1620-11 is a new Exhibit that was created as a social isolation screening tool as part of the person-centered service planning process.

AMPM EXHIBIT 1620-17 - ADULT HOME AND COMMUNITY BASED SERVICES NEEDS TOOL – GUIDELINES

AMPM Exhibit 1620-17 was revised to include a new title to be specific for Adults (18+) incorporating an assessment for habilitation service. Language was revised to apply extraordinary care standards for the member's ability and time it takes to complete the task. I In addition, language was added surrounding medical necessity requirements for habilitation services.

AMPM EXHIBIT 1620-17 - CHILD HOME AND COMMUNITY BASED SERVICES NEEDS TOOL – GUIDELINES

AMPM Exhibit 1620-17 is a new guideline for Children (0-17) incorporating an assessment for habilitation service. Applied extraordinary care standards for children based on the member's age, how a person of that age is generally supported by the people around them (i.e. parents, guardians) and the member's ability and time it takes to complete the task. In addition, language was added surrounding medical necessity requirements for habilitation services.

AMPM EXHIBIT 1620-17 – HOME AND COMMUNITY BASED SERVICE NEEDS TOOL

AMPM Exhibit 1620-17 was revised to provide two tabs to create distinct and separate Home and Community Based Services Needs Tools (HNT), one for children (0-17) and one for adults (18+) incorporating an assessment for habilitation service. In addition, applied extraordinary care standards for children based on the member's age, how a person of that age is generally supported by the people around them (i.e. parents, guardians) and the member's ability and time it takes to complete the task. Language was also added to address medical necessity requirements for habilitation services.

AMPM EXHIBIT 1620-21 – MINOR CAREGIVER OPTIONS DISCUSSION GUIDE AND DECISION ROADMAP

AMPM Exhibit 1620-21 is a new form to help facilitate a discussion to inform and document the decision on the caregiver option(s) that are in the best interest of the member.

AMPM EXHIBIT 1620-22 – PARENTS AS PAID CAREGIVERS ACKNOWLEDGEMENT OF UNDERSTANDING

AMPM Exhibit 1620-22 is a new attestation for parents participating in the service model option.

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AMPM EXHIBIT 1620-24 - HOME AND COMMUNITY BASED SERVICES SCHEDULING TOOL

AMPM Exhibit 1620-24 is a new supplemental tool to help inform the needs assessment for direct care and habilitation services using the Home and Community Based Services Needs Tool (Exhibit 1620-17).

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 570 – PROVIDER CASE MANAGEMENT
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 963 – PEER AND RECOVERY SUPPORT SERVICE PROVISION REQUIREMENTS
Implementation Date 10/01/25

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

AMPM POLICY 980 – PERFORMANCE IMPROVEMENT PROJECTS
Implementation Date 10/01/25