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 26, 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

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

AMPM POLICY 1620-I - HIGH-COST BEHAVIORAL HEALTH REINSURANCE STANDARD

This policy was previously reported to be reserved for 10/01/25 but has been reinstated and will no longer be reserved.

To view all AMPM policies and attachments, please access the following link:

AHCCCS MEDICAL POLICY MANUAL (AMPM)

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POLICIES WITH AN EFFECTIVE DATE OF 10/01/25

All policies below have been finalized for the effective date of 10/01/25

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

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UPDATES AND REVISIONS TO THE AHCCCS CONTRACT AND POLICY DICTIONARY

To view the Contract and Policy Dictionary, please access the following link:

AHCCCS CONTRACT AND POLICY DICTIONARY

The following terms and/or definitions have been updated:

- AHCCCS AMERICAN INDIAN HEALTH PROGRAM (AIHP)
- AHCCCS COMPLETE CARE-REGIONAL BEHAVIORAL HEALTH AGREEMENT (ACC-RBHA) CONTRACTOR
- ALTERNATIVE HOME AND COMMUNITY BASED SERVICES (HCBS) SETTING
- APPEAL
- ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM (AHCCCS)
- BEHAVIORAL HEALTH PROFESSIONAL
- CHILD – KIDSCARE
- CHILD AND ADOLESCENT LEVEL OF CARE UTILIZATION SYSTEM (CALOCUS)
- CREDENTIALED FAMILY SUPPORT PARTNER (CFSP)
- DEPARTMENT OF ECONOMIC SECURITY DIVISION OF DEVELOPMENTAL DISABILITIES (DES DDD)
- DEPARTMENT OF ECONOMIC SECURITY DIVISION OF DEVELOPMENTAL DISABILITIES (DES DDD) TRIBAL HEALTH PROGRAM (DDD THP)
- DETOXIFICATION
- DEVELOPMENTAL DISABILITY (DD)
- DISCRETIONARY GRANT
- EMERGENCY MEDICAL CONDITION
- EMERGENCY SERVICES
- EXCLUDED
- FEDERAL FINANCIAL PARTICIPATION (FFP)
- FEDERALLY QUALIFIED HEALTH CENTER (FQHC)
- GENERAL MENTAL HEALTH/SUBSTANCE USE DISORDER (GMH/SUD) SERVICES
- GRAVELY DISABLED (GD)
- GRIEVANCE
- HEALTH-RELATED SOCIAL NEEDS (HRSN)
- LEVEL OF CARE UTILIZATION SYSTEM (LOCUS)
- POST STABILIZATION CARE SERVICES
- SERIOUS EMOTIONAL DISTURBANCE (SED)
- SERIOUS EMOTIONAL DISTURBANCE (SED) ELIGIBILITY IDENTIFICATION