ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

150 N. 18th Avenue
Phoenix, AZ 85007
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KATIE HOBBS
GOVERNOR

KRISTEN CHALLACOMBE
INTERIM DIRECTOR

DATE: October 2, 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 310-FF – MONITORING CONTROLLED AND NON-CONTROLLED MEDICATION UTILIZATION

This Policy has been reserved with pertinent language incorporated into AMPM Policy 1024 – Drug Utilization Review.

ATTACHMENT A - NOTICE OF PROVIDER RESTRICTION

This Attachment has been reserved with all language being incorporated into a new Attachment A for AMPM Policy 1024 – Drug Utilization Review.

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AMPM POLICY 1024 – DRUG UTILIZATION REVIEW

AMPM Policy 1024 had substantial changes below that included but were not limited to:

- Incorporate pertinent information from newly reserved AMPM Policy 310-FF.
- Added information to address patients who experience an overdose.
- Added clarification to the process for reporting member deaths for Fee-For-Service members.
- Corrected report titles.

ATTACHMENT A - NOTICE OF PROVIDER RESTRICTION

A new Attachment A has been created to encompass information found in the former AMPM Policy 310-FF, Attachment A – Notice of Provider Restriction.

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

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. The following terms have been added and/or updated:

- Abuse (of a member)
- Abuse (of a vulnerable adult)
- Administrative services subcontract/subcontractor
- Applicant
- Managed care program
- Medicaid
- Medicaid Accountable Care Organization/Clinically Integrated Network (Medicaid ACO/CIN)
- Medically necessary
- Medicare
- Post-stabilization care services
- State Children's Health Insurance Program (SCHIP)
- Title XIX member

To view all AHCCCS terms that have been defined, please access the following link:
AHCCCS Contract and Policy Dictionary