ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

150 N. 18th Avenue
Phoenix, AZ 85007
602.417.4000

KATIE HOBBS
GOVERNOR

VIRGINIA ROUNTREE
DIRECTOR

DATE: October 30, 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

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

AMPM POLICY 570 – PROVIDER CASE MANAGEMENT

The prior version of AMPM Policy 570, effective 02/12/2024, has been reinstated with revisions to the Contractor Reporting requirements. These updates align with current contract and deliverable expectations outlined in the 10/1/2025 contract amendments across all lines of business.

ATTACHMENT A – PROVIDER CASE MANAGEMENT CASELOAD RATIOS

The prior version of Attachment A, effective 02/12/2024, has been reinstated with revisions to the Assertive Community Treatment (ACT) Caseload effective 10/01/25.

ATTACHMENT B - HIGH NEEDS CASE MANAGEMENT PROVIDER CASELOADS TEMPLATE

Attachment B had no changes.

ATTACHMENT C - ADULT PROVIDER CASE MANAGEMENT CASELOADS TEMPLATE

Attachment C was revised to update formulas to align with ACT caseload ratios of 10.

ATTACHMENT D - PROVIDER CASE MANAGEMENT RATIO EXEMPTION REQUEST

Attachment D had no changes.

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