

DATE: May 21, 2026
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.

ACOM AND AMPM DICTIONARY AND AHCCCS RELATED ACRONYMS

Effective February 5, 2026, AHCCCS updated the name of the Dictionary. AHCCCS is in the process of revising all Policies and Exhibits to reflect the new name and updated link.

The AHCCCS ACOM and AMPM 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 ACOM AND AMPM Dictionary, please access the following link:

[AHCCCS ACOM AND AMPM DICTIONARY](#)

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 320-O - BEHAVIORAL HEALTH ASSESSMENT, SERVICE AND TREATMENT PLANNING

AMPM POLICY 320-O had substantial changes below that included but were not limited to:

- Title name change.
- Added clarification on requirements that are specific to health Homes and Primary Behavioral Health Providers.
- Clarified exceptions for interim service provision and required documentation.
- Clarified coordination expectations for multiple providers serving AHCCCS members.
- Added language to clarify the contractor's responsibility for ensuring members are linked to either a Health Home or a Primary Behavioral Health Provider.
- Added language to provide clear guidance on ongoing service needs.
- Added language to provide clear guidance on service needs that would not be considered ongoing.
- Added language to provide clarification that determining the need for ongoing services should not create additional administrative burden on the provider or result in a barrier to care for a member.
- Added new section for ALTCS program specific requirements.
- Moved to general requirements section.
- Added new section for Fee-For-Service program specific requirements.
- Added language to clarify coordination requirements.
- Added language to ensure providers are aware that a Release of Information (ROI) is not needed for coordination with a TRBHA.
- Added language to clarify coordination requirements.
- Added language to clarify coordination requirements.
- Added new section for general requirements for all contractors and providers.
- Revised language to clarify minimum requirements for updating the comprehensive assessment and service plan.
- Added language to ensure compliance with AMPM Policy 320-R.
- Added language to clarify requirements for Department of Child Safety involved members.
- Revised language to clarify Primary Care Provider (PCP) scope and requirements for providing behavioral health services.
- Added language for clarification on service plan minimum requirements and referenced in other AHCCCS documents.
- Added Safety plan as a component of the service plan as the plan remains required.
- Removed treatment plans from other providers as it is not an element of the service plan. Treatment plans collected by the health home, primary behavioral health provider or specialty provider as a part of care coordination activities are a part of the medical record as specified in AMPM Policy 940.
- Removed progress notes.
- Added reference to B2 Matrix.
- Safety plan section removed. Safety plans should be a part of the full-service plan or as indicated in AMPM Policy 590 for crisis safety planning.

ATTACHMENT A – SERVICE PLAN RIGHTS ACKNOWLEDGEMENT TEMPLATE

Attachment A had no substantial changes.

AMPM POLICY 581 – WORKING WITH THE BIRTH THROUGH FIVE POPULATION

AMPM Policy 581 had substantial changes below that included but were not limited to:

- Revised to reflect name change from The Infant/Toddler Mental Health Coalition of Arizona to The Arizona Association for Infant Mental Health effective 01/01/26.

ATTACHMENT A - CHILD’S ADJUSTMENT TO OUT-OF-HOME PLACEMENT TEMPLATE

Attachment A had substantial changes below that included but were not limited to:

- Revised to reflect name change from The Infant/Toddler Mental Health Coalition of Arizona to The Arizona Association for Infant Mental Health effective 01/01/26.

ATTACHMENT B – BACKGROUND AND EVIDENCE

Attachment B had no substantial changes.

ATTACHMENT C – INITIAL ENGAGEMENT SESSION TEMPLATE

Attachment C had no substantial changes.

ATTACHMENT D – POPULATION RECOMMENDED RESOURCES

Attachment D had no substantial changes.

CURRENT UPDATES AND REVISIONS TO THE AHCCCS ACOM AND AMPM DICTIONARY

The AHCCCS Contract and Policy Dictionary has been updated to reflect a new title. It is now called the AHCCCS ACOM and AMPM Dictionary. This update is being made to better align terminology across the AHCCCS Contractor Operations Manual (ACOM) and our AHCCCS Medical Policy Manual (AMPM), including the policies contained within each respective manual. The scope and purpose of the dictionary remains unchanged and this update only reflects a naming change.

The following terms and/or definitions have been updated:

- Court-Ordered Treatment (COT)

To view the AHCCCS ACOM AND AMPM Dictionary, please access the following link:

[AHCCCS ACOM AND AMPM DICTIONARY](#)