

DATE: June 17, 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 810 – FEE-FOR-SERVICE UTILIZATION MANAGEMENT

AMPM Policy 810 had substantial changes below that included but were not limited to:

- Added Ambulance Non-Emergency Medical Transport (NEMT) services originating via 911 or emergency response system to Prior Authorization (PA) exclusions.
- Added guidance on Prior Authorization (PA) submission process and clarification of PA submission process requirements.
- Aligned with information provided on Prior Authorization (PA) submission page.
- Added existing Behavioral Health (BH) Prior Authorization (PA) fax information.
- Added existing FFS transplant fax information.
- Updated to address overlap in Prior Authorization (PA) and Electronic Visit Verification (EVV) requirements for some services.
- Added timeframes for service authorization decisions section.
- Added notice of extension requirements section.
- Added timeframes for completing Notice of Adverse Benefit Determinations (NABD) section.

AMPM POLICY 830 – QUALITY OF CARE AND FEE-FOR-SERVICE PROVIDER REQUIREMENTS

AMPM Policy 830 had substantial changes below that included but were not limited to:

- Revisions to requirements for contractors associated with reporting and record-keeping.
 - Revisions to requirements for health and safety conditions.
 - New section for Resolution of Quality of Care (QOC) including language regarding Corrective Action Plan (CAP) and Memo of Concern (MOC).
 - New language added for Reporting to Independent Oversight Committees (IOCs).
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