

DATE: August 20, 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)
NEWLY ADDED TO APPROVED NOT YET EFFECTIVE

AMPM POLICY 310-P - MEDICAL EQUIPMENT, MEDICAL APPLIANCES, AND MEDICAL SUPPLIES

Implementation date 10/01/26

AMPM Policy 310-P was revised to include but not limited to:

- Removing the requirement regarding submitting Attachment A.

ATTACHMENT A – MEDICAL EQUIPMENT, MEDICAL APPLIANCES, AND MEDICAL SUPPLIES SERVICE DELIVERY TOOL

Implementation date 10/01/26

Attachment A was revised to include but not limited to:

- Changing Title from Reporting to Tool.
- Removing references to reporting and revised to monitoring.

AMPM POLICY 964 - CREDENTIALLED FAMILY SUPPORT PARTNER REQUIREMENTS

Implementation date 10/01/26

AMPM Policy 964 was revised to include but not limited to:

- Changes aligned with reporting requirements in AMPM Policy 963.
- Moving Competency Exam Language to its own section.

ATTACHMENT A CREDENTIALLED FAMILY SUPPORT PARTNER INVOLVEMENT IN SERVICE DELIVERY REPORT

Implementation date 10/01/26

Attachment A had no substantial changes.

ATTACHMENT B – CREDENTIALLED FAMILY SUPPORT PARTNER GRADUATES - RESERVED

Implementation date 10/01/26

Attachment B is no longer needed and is being reserved from policy.

AMPM POLICY 1630 - ADMINISTRATIVE STANDARDS

Implementation date 10/01/26

AMPM Policy 1630 was revised to include but not limited to:

- Updating language to reflect specific caseload ratios.

ATTACHMENT A – CASE MANAGEMENT PLAN CHECKLIST

Implementation date 10/01/26

Attachment A was revised to include but not limited to:

- Adding documentation of reporting Active Participation Rate information to align with National Committee for Quality Assurance (NCQA) Long Term Services and Supports (LTSS) Accreditation Standard.

ATTACHMENT B - PERSON-CENTERED SERVICE PLAN PERFORMANCE STANDARDS

Implementation date 10/01/26

Attachment B had no substantial changes.

PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE

AMPM POLICY 320-T1 - BLOCK GRANTS AND DISCRETIONARY GRANTS

Implementation date 10/01/26

AMPM POLICY 320-X-ADULT BEHAVIORAL HEALTH THERAPEUTIC HOMES

Implementation Date 10/01/26

AMPM POLICY 587 - TRANSITION TO ADULthood

Implementation Date 10/01/26

AMPM POLICY 660 – OPIOID TREATMENT PROGRAM

Implementation Date 10/01/26

AMPM POLICY 970 - PERFORMANCE MEASURES

Implementation date 10/01/26

AMPM POLICY 1021 – CONTRACTOR CARE MANAGEMENT

Implementation date 10/01/26
