

DATE: September 11, 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 960 - QUALITY OF CARE CONCERNS

AMPM Policy 960 had changes below that included but were not limited to:

- Providing additional clarity of Quality Of Care (QOC) concerns received outside of the AHCCCS Quality Management (QM) portal.
- Adding Health and Safety and Immediate Jeopardy to clarify the process and call out onsite types.
- Adding additional information to improve onsite reporting process.
- Adding updates to reporting/documentation process.

POST PUBLIC COMMENT CHANGES

- Adding individual Quality of Care (QOC) in documentation section to clarify requirements.
- Adding date visit is to be completed for clarification in email communication.
- Adding request to add redacted version of Attachment C for opened Quality of Care (QOC).

ATTACHMENT C – HEALTH AND SAFETY UPDATE – ONSITE REVIEW FORM

Attachment C had no substantial changes.

ATTACHMENT D - INDIVIDUALS WITH INTELLECTUAL DISABILITIES INVESTIGATION TRAINING

Attachment D had no substantial changes.

NEWLY ADDED TO APPROVED NOT YET EFFECTIVE

AMPM POLICY 310-BB - TRANSPORTATION

Implementation date 10/01/26

AMPM Policy 310-BB had substantial changes below that included but were not limited to:

- Addressing AHCCCS requirements for Contractors regarding scheduling and timeframe exceptions related to managed care non-emergency medical transports.
- Revising to be clear that age is not part of ACC R9-22-211 but that the services are.
- Clarifying that the NEMT provider shall assist the member into the destination facility as necessary.
- Removing the Other *General Information* section to align with current policy formatting.

ATTACHMENT A - TRANSPORTATION AUTHORIZATION AND RELEASE OF LIABILITY

Implementation date 10/01/26

Attachment A had no substantial changes.

PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE

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

Implementation date 10/01/26

AMPM POLICY 320-T1 - BLOCK GRANTS AND DISCRETIONARY GRANTS

Implementation date 10/01/26

AMPM POLICY 320-U - PRE-PETITION SCREENING, COURT ORDERED EVALUATION, AND COURT ORDERED TREATMENT

Implementation date 10/01/26

AMPM POLICY 320-V - BEHAVIORAL HEALTH RESIDENTIAL FACILITIES

Implementation date 10/01/26

AMPM POLICY 320-X-ADULT BEHAVIORAL HEALTH THERAPEUTIC HOMES

Implementation date 10/01/26

AMPM POLICY 430 - EARLY AND PERIODIC SCREENING, DIAGNOSTIC, AND TREATMENT SERVICES

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 920 - QUALITY MANAGEMENT/PERFORMANCE IMPROVEMENT PROGRAM ADMINISTRATIVE REQUIREMENTS

Implementation date 10/01/26

AMPM POLICY 940 – MEDICAL RECORDS AND COMMUNICATION OF CLINICAL INFORMATION

Implementation date 10/01/26

AMPM POLICY 963 – PEER AND RECOVERY SUPPORT SERVICE PROVISION REQUIREMENTS

Implementation date 10/01/26

AMPM POLICY 964 - CREDENTIALLED FAMILY SUPPORT PARTNER REQUIREMENTS

Implementation date 10/01/26

AMPM POLICY 970 - PERFORMANCE MEASURES

Implementation date 10/01/26

AMPM POLICY 1020 - UTILIZATION MANAGEMENT

Implementation date 10/01/26

AMPM POLICY 1021 – CONTRACTOR CARE MANAGEMENT

Implementation date 10/01/26

AMPM POLICY 1620-D - PLACEMENT AND SERVICE PLANNING STANDARD

Implementation date 10/01/26

AMPM POLICY 1630 - ADMINISTRATIVE STANDARDS

Implementation date 10/01/26