ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

150 N. 18th Avenue
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KATIE HOBBS
GOVERNOR

ROBERTA HARRISON
INTERIM DIRECTOR

DATE: November 25, 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

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CURRENT UPDATES AND REVISIONS TO THE AHCCCS CONTRACTOR OPERATIONS MANUAL (AMPM)

AMPM POLICY 1240 - E- HABILITATION SERVICES

AMPM Policy 1240 – E was updated with the following revisions including but not limited to:

- Modified predetermined age-based weekly limitations.
- Clarified assessment considerations for habilitation services.
- Made technical corrections to align with administrative rules, and corresponding policies.

POST DRAFT REVISIONS: As a result of the public comment process, AHCCCS, in coordination with the providers and stakeholders, reviewed and revised various aspects of the Policy to address feedback and improve clarity, consistency, and implementation.

AMPM EXHIBIT 1620-17A – HOME AND COMMUNITY BASED SERVICES NEEDS TOOL
AMPM EXHIBIT 1620-17B – CHILD HOME AND COMMUNITY BASED SERVICES NEEDS TOOL – GUIDELINES
AMPM EXHIBIT 1620-17C – ADULT HOME AND COMMUNITY BASED SERVICES NEEDS TOOL – GUIDELINES

AMPM Exhibit 1620-17A, B, and C had non-substantive changes below that included but were not limited to:

- Consistency and clarification was added to all documents, inclusive of alignment with Rule as well as public comment feedback on unclear wording.
- Documentation space was more clearly defined for overnight hours.
- Documentation space for the extraordinary care review process was further clarified.
- A note that Informal Supports are not to be evaluated until member needs are fully assessed was added.
- Additional clarification on specialty supervision was added.