

DATE: July 22, 2025
TO: Holders of the AHCCCS Contractor Operations Manual (ACOM)
FROM: Division of Managed Care (DMC) Contracts and Policy Unit
SUBJECT: AHCCCS Contractor Operations Manual (ACOM)

This memo describes additions and/or revisions to the ACOM. 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.

CONTRACT AND POLICY DICTIONARY AND AHCCCS RELATED ACRONYMS

To view the AHCCCS Contract and Policy Dictionary, please access the following link:

[AHCCCS CONTRACT AND POLICY DICTIONARY](#)

The AHCCCS Contract and Policy 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 Related Acronyms found on the AHCCCS website, please access the following link:

[AHCCCS RELATED ACRONYMS](#)

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

ACOM POLICY 109 – INSTITUTION FOR MENTAL DISEASE 15-DAY LIMIT

ACOM Policy 109 was revised for minor formatting and grammatical changes and including but not limited to:

- Removed “medically necessary” from Policy as all services covered by AHCCCS are medically necessary.
- Revised to identify deliverables.

ATTACHMENT A – IMD PLACEMENT EXCEEDING 15 DAYS

Attachment A was revised to update header with AHCCCS physical address.

NEWLY ADDED TO APPROVED NOT YET EFFECTIVE

ACOM POLICY 104 – CONTINUITY OF OPERATIONS AND RECOVERY PLAN

Implementation Date 10/01/25

ACOM Policy 104 was revised for minor formatting and including but not limited to:

- Revised to align with Contract.
- Removed language surrounding reserved Attachment A.
- Requirements from Attachment A moved to Policy.
- Revised to align with deliverable requirements.

ATTACHMENT A – CONTINUITY OF OPERATIONS AND RECOVERY PLAN CHECKLIST

Attachment A was reserved and language moved into Policy.

ACOM POLICY 405 – CULTURAL COMPETENCY AND LANGUAGE ACCESS PLAN REQUIREMENTS

Implementation Date 10/01/25

ACOM Policy 405 was revised for minor grammatical changes, flow and formatting and including but not limited to:

- Aligned with annual updates.
- Removal of Family Centered Care.
- Provide clarification surrounding National Committee for Quality Assurance (NCQA) Health Equity (HE) Accreditation Standards and Elements.

POST PUBLIC COMMENT CHANGES that concluded on 6/29/25

- Specified “Arizona” licensure.
- Removed all instances of Family Centered Care.

ATTACHMENT A – CULTURAL COMPETENCY PLAN ASSESSMENT REPORTING CHECKLIST

Attachment A was revised for minor formatting.

ACOM POLICY 415 – PROVIDER NETWORK DEVELOPMENT AND MANAGEMENT PLAN; PERIODIC NETWORK REPORTING REQUIREMENTS

Implementation Date 10/01/25

ACOM Policy 415 was revised for minor formatting changes and including but not limited to addressing the network plan to reduce duplication and remove unnecessary information.

ATTACHMENT A – NETWORK ATTESTATION STATEMENT

Attachment A had minor formatting and branding changes

ATTACHMENT B – NETWORK DEVELOPMENT AND MANAGEMENT PLAN CHECKLIST

Attachment B was revised to remove unnecessary elements for reporting.

ATTACHMENT D – PROVIDER CHANGES REPORT

Attachment D was revised to remove unnecessary elements for reporting.

ATTACHMENT F – CENTERS FOR EXCELLENCE REPORT AND CHECKLIST

Attachment F was revised to remove unnecessary elements for reporting.

ACOM POLICY 417 – APPOINTMENT AVAILABILITY, TRANSPORTATION TIMELINESS, MONITORING AND REPORTING

Implementation Date 10/01/25

ACOM Policy 417 was revised for minor formatting and including but not limited to:

- Revised to clarify requirements for transportation timelines in alignment with Centers for Medicare and Medicaid Services (CMS) Access to Care rule requirements as specified in 42 CFR 438.68.
- Added clarification that the Contractor shall submit for each Line of Business (LOB).

POST PUBLIC COMMENT CHANGES that concluded on 5/5/25:

Revised language for flow.

ATTACHMENT A – APPOINTMENT AVAILABILITY

Attachment A was revised to add Line Of Business (LOB) indicator to form.

ATTACHMENT B – TRANSPORTATION TIMELINESS REVIEW

Attachment B was revised to include Submitting Contractor information.

POST PUBLIC COMMENT CHANGE that concluded on 5/5/25

Revised for minor formatting.

ACOM POLICY 436 – NETWORK STANDARDS

Implementation Date 10/01/25

ACOM Policy 436 was revised for minor formatting and grammatical changes and including but not limited to:

- Revised to update Network Standards to align with Centers for Medicare and Medicaid Services (CMS) reporting timeframes to measure ALTCS facilities.
- Update process requirements for the Contractor.
- Removing Service Districts.
- Clarified reporting.

ATTACHMENT A – MINIMUM NETWORK REQUIREMENTS TIME AND DISTANCE VERIFICATIONS

Attachment A was revised to remove the Multi-Specialty Interdisciplinary (MSIC) tab. Reporting requirements can be found in the new Attachment B.

ATTACHMENT B – ALTCS E/PD AND DDD FACILITY REPORTING

Attachment B is a newly developed Attachment specifying requirements for the Multi-Specialty Interdisciplinary Clinic (MSIC) report that was previously in Attachment A.

ATTACHMENT C – MINIMUM NETWORK REQUIREMENTS MULTI-SPECIALTY INTERDISCIPLINARY CLINICS REPORT

Attachment C is a newly developed Attachment for reporting minimum network requirements.

POST PUBLIC COMMENT CHANGES that concluded on 6/27/25

Removed DMG Children’s Rehabilitative Services (Phoenix) line, not applicable.

ATTACHMENT D – REQUEST FOR EXCEPTION TO NETWORK STANDARDS

Attachment D is a newly developed Attachment specifying requirements for Request for Exception to Network Standards process.

ACOM POLICY 438 – ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION AND MONITORING

Implementation Date 10/01/25

ACOM Policy 438 was revised for minor formatting and grammatical changes including but not limited to:

- Revised to clarify deliverable submission requirements for Administrative Services Subcontractor Evaluation Report and Administrative Services Subcontractor Non-Compliance Reporting.
- Requirements pertaining to notifications were removed from Policy and added to new Attachment C.
- Added “and Monitoring” to name of Policy to clarify intention.

ATTACHMENT A – ADMINISTRATIVE SERVICES SUBCONTRACTOR CHECKLIST

Attachment A revisions include deeming elements for National Committee for Quality Assurance (NCQA) Health Plan Accredited Contractors and Subcontractors.

ATTACHMENT B – ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION REPORT TEMPLATE

Attachment B revisions include clarifying audit type of Subcontractor performance and clarifying the summary of Corrective Action Plan (CAP) status to include all information outlined in the Policy.

ATTACHMENT C – ADMINISTRATIVE SERVICES SUBCONTRACTOR NON-COMPLIANCE REPORTING

Attachment C is a new attachment developed to address subcontractor monitoring and reporting notification requirements.

PREVIOUSLY ADDED TO APPROVED NOT YET EFFECTIVE

ACOM POLICY 101 – MARKETING

Implementation Date 10/01/25

ACOM POLICY 103 – FRAUD, WASTE, AND ABUSE

Implementation Date 10/01/25

ACOM POLICY 404 – CONTRACTOR WEBSITE AND MEMBER INFORMATION

Implementation Date 10/01/25

ACOM POLICY 406 - MEMBER HANDBOOK AND PROVIDER DIRECTORY

Implementation Date 10/01/25

ACOM POLICY 433 – MEMBER IDENTIFICATION CARDS

Implementation Date 10/01/25

ACOM POLICY 435 – TELEPHONE PERFORMANCE STANDARDS AND REPORTING

Implementation Date 10/01/25

To view all ACOM policies and attachments, please access the following link:
[AHCCCS CONTRACTOR OPERATIONS MANUAL \(ACOM\)](#)