

DATE: September 26, 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 108 – AHCCCS SECURITY RULE COMPLIANCE

ACOM Policy 108 had substantial changes below that included but were not limited to:

- Revised “audit” to “Security Audit” throughout Policy.
- Clarified that supporting documentation shall be included when submitting Attachment A.
- Clarified that review of Attachment A will assist with Risk Analysis.
- Clarified that AHCCCS shall determine the level of risk.

ATTACHMENT A – AHCCCS SECURITY RULE COMPLIANCE SUMMARY CHECKLIST

Attachment A was revised for substantial changes below that included but were not limited to:

- Added timelines to align with Contract.
- Removed verbatim language and replaced with CFR.

All policies below have been finalized for the effective date of 10/01/25

ACOM POLICY 303 CYE 26 - COMMUNITY REINVESTMENT (ALL LINES OF BUSINESS EXCEPT E/PD)

Implementation Date 10/01/25

ACOM Policy 303 CYE 26 had substantial changes below that included but were not limited to:

- Removed references to Social Risk Factors of Health.
- Revised language to align with improving disparate health outcomes.
- Revised to align with Workforce Development.

ATTACHMENT A CYE 26 – COMMUNITY REINVESTMENT PLAN TEMPLATE

Attachment A had no changes.

ATTACHMENT B CYE 26 – COMMUNITY REINVESTMENT REPORT

Attachment B had no changes.

ACOM POLICY 303 CYE 26 – COMMUNITY REINVESTMENT (E/PD ONLY)

Implementation Date 10/01/25

ACOM Policy 303 CYE 26 had substantial changes below that included but were not limited to:

- Removed references to Social Risk Factors of Health.
- Revised language to align with improving disparate health outcomes.
- Revised to align with Workforce Development.

ATTACHMENT A CYE 26 – COMMUNITY REINVESTMENT PLAN TEMPLATE

Attachment A had no changes.

ATTACHMENT B CYE 26 – COMMUNITY REINVESTMENT REPORT

Attachment B had no changes.

ACOM POLICY 305 CYE 26 – PERFORMANCE BOND AND EQUITY PER MEMBER REQUIREMENTS (ALL LINES OF BUSINESS EXCEPT E/PD)

Implementation Date 10/01/25

ACOM Policy 305 CYE 26 had substantial changes below that included but were not limited to:

- Revised to clarify requirements for bond expiration.
- Revised to align with Contract.
- Revised to provide parameters for AHCCCS Certified Medicare Advantage Organizations.
- Revised to clarify waiver requests.

ATTACHMENT A – PERFORMANCE BOND ANNUAL ATTESTATION STATEMENT

Attachment A had no changes.

ATTACHMENT B – PERFORMANCE BOND FORM

Attachment B had no changes.

ATTACHMENT C – INSTRUCTIONS FOR WIRE ACH TRANSFERS OF FUNDS TO AHCCCS VIA ARIZONA STATE TREASURER

Attachment C was revised to align with current information from Treasury.

ACOM POLICY 305 CYE 26 – PERFORMANCE BOND AND EQUITY PER MEMBER REQUIREMENTS (E/PD ONLY)

Implementation Date 10/01/25

ACOM Policy 305 CYE 26 had substantial changes below that included but were not limited to:

- Revised to clarify requirements for bond expiration.
- Revised to align with Contract.
- Revised to provide parameters for AHCCCS Certified Medicare Advantage Organizations.
- Revised to clarify waiver requests.

ATTACHMENT A – PERFORMANCE BOND ANNUAL ATTESTATION STATEMENT

Attachment A had no changes.

ATTACHMENT B – PERFORMANCE BOND FORM

Attachment B had no changes.

ATTACHMENT C – INSTRUCTIONS FOR WIRE ACH TRANSFERS OF FUNDS TO AHCCCS VIA ARIZONA STATE TREASURER

Attachment C was revised to align with current information from Treasury

ACOM POLICY 306 CYE 26 – ALTERNATIVE PAYMENT MODEL INITIATIVE – WITHHOLD AND QUALITY MEASURE PERFORMANCE INCENTIVE

Implementation Date 10/01/25

ACOM Policy 306 CYE 26 was revised for substantial changes below that included but were not limited to:

- Removed references to Attachment B throughout as the attachment will be discontinued.
- Updated the Quality Measure Performance (QMP) Incentive Weight formula to reference Line of Business Aggregate Rate, to align with current benchmark setting methodology.

ATTACHMENT A - ALTERNATIVE PAYMENT MODEL QUALITY MEASURES PERFORMANCE SCORES

Attachment A was revised for substantial changes below that included but were not limited to:

- Updated reference of Contract Year Ending (CYE) to 2026.
- Updated Contract Year (CY) references to reflect more recent performance years.
- Revised the Rate Change column to reflect an indication of Improve, Decline, or N/A in place of numeric values.
- Removed the p value column and replaced it with the Statistically Significant column to reflect an indication of Yes, No, or N/A.
- Updated the Line of Business Total in Row 27 to remove the formula and align with policy.
- Updated the Quality Measure Performance (QMP) Incentive Weights formula and the removal of Line of Business Total formula.
- Updated the Measure-Specific Quality Measure Performance (QMP) Incentive Payment formula.

ATTACHMENT B – FEDERAL LIMIT TEST

- Attachment B has been reserved as it is no longer needed.

ACOM POLICY 307 CYE 26 – ALTERNATIVE PAYMENT MODEL INITIATIVE – STRATEGIES AND PERFORMANCE BASED PAYMENTS INCENTIVE

Implementation Date 10/01/25

ACOM Policy 307 CYE 26 was revised for substantial changes below that included but were not limited to:

- Updated tables to reflect current contract year.
 - Removed limit to AHCCCS Complete Care (ACC) to align with Serious Mental Illness (SMI) population, when applicable.
 - Added new Federal requirements effective Contract Year Ending (CYE) 26.
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POLICIES WITH AN EFFECTIVE DATE OF 10/01/25

All policies below have been finalized for the effective date of 10/01/25

ACOM POLICY 101 – MARKETING

Implementation Date 10/01/25

ACOM POLICY 103 – FRAUD, WASTE, AND ABUSE

Implementation Date 10/01/25

ACOM POLICY 104 – CONTINUITY OF OPERATIONS AND RECOVERY PLAN

Implementation Date 10/01/25

ACOM POLICY 314 – AUTO-ASSIGNMENT ALGORITHM

Implementation Date 10/01/25

ACOM POLICY 404 – CONTRACTOR WEBSITE AND MEMBER INFORMATION

Implementation Date 10/01/25

ACOM POLICY 405 – CULTURAL COMPETENCY AND LANGUAGE ACCESS PLAN REQUIREMENTS

Implementation Date 10/01/25

ACOM POLICY 406 - MEMBER HANDBOOK AND PROVIDER DIRECTORY

Implementation Date 10/01/25

ACOM POLICY 409 – CONTRACTOR OFFICE OF INDIVIDUAL AND FAMILY AFFAIRS

Implementation Date 10/01/25

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

Implementation Date 10/01/25

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

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

ACOM POLICY 436 – NETWORK STANDARDS

Implementation Date 10/01/25

ACOM POLICY 438 – ADMINISTRATIVE SERVICES SUBCONTRACTOR EVALUATION AND MONITORING

Implementation Date 10/01/25

To view all ACOM policies and attachments, please access the following link:

[AHCCCS CONTRACTOR OPERATIONS MANUAL \(ACOM\)](#)

UPDATES AND REVISIONS TO THE AHCCCS CONTRACT AND POLICY DICTIONARY

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

[AHCCCS CONTRACT AND POLICY DICTIONARY](#)

The following terms and/or definitions have been updated:

- AHCCCS AMERICAN INDIAN HEALTH PROGRAM (AIHP)
- AHCCCS COMPLETE CARE-REGIONAL BEHAVIORAL HEALTH AGREEMENT (ACC-RBHA) CONTRACTOR
- ALTERNATIVE HOME AND COMMUNITY BASED SERVICES (HCBS) SETTING
- APPEAL
- ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM (AHCCCS)
- BEHAVIORAL HEALTH PROFESSIONAL
- CHILD – KIDSCARE
- CHILD AND ADOLESCENT LEVEL OF CARE UTILIZATION SYSTEM (CALOCUS)
- CREDENTIALLED FAMILY SUPPORT PARTNER (CFSP)
- DEPARTMENT OF ECONOMIC SECURITY DIVISION OF DEVELOPMENTAL DISABILITIES (DES DDD)
- DEPARTMENT OF ECONOMIC SECURITY DIVISION OF DEVELOPMENTAL DISABILITIES (DES DDD) TRIBAL HEALTH PROGRAM (DDD THP)
- DETOXIFICATION
- DEVELOPMENTAL DISABILITY (DD)
- DISCRETIONARY GRANT
- EMERGENCY MEDICAL CONDITION
- EMERGENCY SERVICES
- EXCLUDED

- FEDERAL FINANCIAL PARTICIPATION (FFP)
- FEDERALLY QUALIFIED HEALTH CENTER (FQHC)
- GENERAL MENTAL HEALTH/SUBSTANCE USE DISORDER (GMH/SUD) SERVICES
- GRAVELY DISABLED (GD)
- GRIEVANCE
- HEALTH-RELATED SOCIAL NEEDS (HRSN)
- LEVEL OF CARE UTILIZATION SYSTEM (LOCUS)
- POST STABILIZATION CARE SERVICES
- SERIOUS EMOTIONAL DISTURBANCE (SED)
- SERIOUS EMOTIONAL DISTURBANCE (SED) ELIGIBILITY IDENTIFICATION