

**DATE:** October 2, 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](mailto: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](#)**

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

**ACOM POLICY 416 – PROVIDER MANUAL AND REQUIRED NOTIFICATIONS**

ACOM Policy 416 had substantial changes below that included but were not limited to:

- All references to SED “determination” have been revised to state “identification” as the third-party determination process was eliminated.
- Added reference to AMPM Policy 320-U – Pre-Petition Screening, Court Ordered Evaluation, and Court Ordered Treatment.

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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. The following terms have been added and/or updated:

- Abuse (of a member)
- Abuse (of a vulnerable adult)
- Administrative services subcontract/subcontractor
- Applicant
- Managed care program
- Medicaid
- Medicaid Accountable Care Organization/Clinically Integrated Network (Medicaid ACO/CIN)
- Medically necessary
- Medicare
- Post-stabilization care services
- State Children’s Health Insurance Program (SCHIP)
- Title XIX member

*To view all AHCCCS terms that have been defined, please access the following link:*

**[AHCCCS Contract and Policy Dictionary](#)**