

DATE: January 9, 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.

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 MEDICAL POLICY MANUAL (AMPM)

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

AMPM Policy 320-U had substantial changes that included but were not limited to:

- Address HB2744, ARS 36-504.01, ARS 36-520, ARS 36-521, ARS 36-523, ARS 36-531, ARS 36-536, and SB1311.
- Revised to include name of document that initiates the pre-petition process.
- Revised to rename reservation as Tribal Land.
- Revised to include tribal providers.

POST PUBLIC COMMENT CHANGES that concluded on 11/07/25:

- Revised order of language for clarity.
- Revised to state that screening agencies need to assist with applications for Involuntary Court Ordered Evaluation.
- Added language to identify potential applicants.
- Revised to clarify evaluating agency.

ATTACHMENT B – ARS 12-136 FLOW CHART, RECOGNITION OF TRIBAL COURT ORDER PROCESS

Attachment B had no substantial changes.

AMPM POLICY 910 – QUALITY MANAGEMENT/PERFORMANCE IMPROVEMENT PROGRAM SCOPE

AMPM Policy 910 had substantial changes that included but were not limited to:

- Clarified the cadence of the Mortality Review meetings.
- Corrected citations to align with Contract.
- Update Policy to include deliverable name related to adverse actions to the provider.
- Revised to clarify expected requirements for reporting of all Quality of Care concerns.

ATTACHMENT A – AHCCCS CONTRACTOR SERVICES-SERVICE SITE MONITORING

Attachment A had substantial changes that included but were not limited to:

- Clarified that a Nursing Facility (NF) is a Nursing Care Institution.
- Citations revised to reflect current statutes.

ATTACHMENT B – ALTCS CONTRACTORS MONITORING OF DIRECT CARE WORKER TRAINING AND TESTING STANDARDS

Attachment B had no substantial changes.

AMPM EXHIBIT 1720-1 – HOUSING AND HEALTH OPPORTUNITIES SERVICES

AMPM Exhibit 1720-1 had substantial changes that included but were not limited to:

- Transportation language added per the Centers for Medicare & Medicaid Services approval activities for non-emergency transport and with the established rate.
- Language added to support Provider-to-Treating-Provider Transition and Stabilization engagement requirements.
- Language added for providers maintaining records of interactions with the member to align with billing manual.

POST PUBLIC COMMENT CHANGES that concluded on 11/07/25

- Revised to be inclusive of all Case Managers and individuals involved with the member.

AMPM EXHIBIT 1720-2 – HOUSING AND HEALTH OPPORTUNITIES CASELOAD AND CONTRACT REQUIREMENTS

AMPM Exhibit 1720-2 had substantial changes that included but were not limited to:

- Revised language around in-person frequency.
- Clarified when referencing 'contacts' it means member contacts.
- Removed assigned and replaced with dedicated when referring to outreach staff.
- Revised to state shall work in partnership with Substance Abuse and Mental Health Service Administration.
- Revised to include all items listed on the Health Care Payment.
- Clarified housing care plan completion expectation for Pre-Tenancy Support and documentation timelines and expectations.

POST PUBLIC COMMENT CHANGES that concluded on 11/07/25

- Added additional individuals to inform if member cannot be located.

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

[AHCCCS MEDICAL POLICY MANUAL \(AMPM\)](#)
