

AHCCCS E.V.V.

ELECTRONIC VISIT VERIFICATION

EVV 2.0 Frequently Asked Questions (FAQ)

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Transition

For the 10/1/2025 endpoint switch, is this as of midnight MST, midnight EST, midnight UTC...?

Information on the timing of the transition can be found in the [Cutoff Date for Sandata Data Submissions](#) communication, available on the EVV [website](#).

In scenarios where visits performed prior to October 1, 2025 have not yet been transmitted to Sandata and we have since implemented the change to route data to the AHCCCS aggregator, are we correct in assuming that:

- Visits with dates prior to October 1, 2025, must still be transmitted to Sandata, and
- Only visits with dates on or after October 1, 2025, should be transmitted to the AHCCCS aggregator?

No. There should be no engagement with Sandata after 09/30/25 at 11:59 PM (Arizona time). Any visit that was not sent to Sandata prior to 09/30/25, should be sent to the AHCCCS Aggregator.

If a visit dated prior to October 1, 2025 (e.g., 09/28/2025) was already sent to Sandata, and a provider later identifies discrepancies and makes updates to that visit, should the updated visit:

- Still be sent to Sandata, or

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- Be routed to the AHCCCS aggregator?

The updated visit should be routed to the AHCCCS Aggregator.

Will providers be able to fix visits that occurred prior to 10/01?

Yes. You can send updated visit records to the AHCCCS Aggregator after 10/01 for visits that occurred prior to 09/30. However, we are encouraging providers to perform visit maintenance on any visits that are not in a verified/processed status before the cutover to streamline the process. For example, if a provider is starting a new EVV vendor on 10/01, they may have to enter a manual visit in new EVV system for a visit that has an incomplete status.

For overnight visits that span the transition date, for example, a visit performed on September 30, 2025, from 7:00 PM to 7:00 AM on October 1, 2025—should this visit be split and transmitted as follows:

- The portion from 7:00 PM to 12:00 AM (on 09/30/2025) to Sandata, and
- The portion from 12:00 AM to 7:00 AM (on 10/01/2025) to the AHCCCS aggregator?

No, send the entire visit to the AHCCCS Aggregator.

How do new agencies report to AHCCCS who their EVV vendor is or if they are switching EVV vendors?

There is no need to notify AHCCCS. If your vendor is on the EVV vendor list on the EVV [website](#), they simply need to begin sending your data to the AHCCCS aggregator. If your vendor is not on the list, they need to use the [API registration instructions](#) to begin sending data to the AHCCCS aggregator.

Technical Requirements

Will AHCCCS maintain the assignment of hours to the visit start date or will there be a change to split visit hours across midnight?

All Hours get assigned to the visit start date. Visit hours are not split across midnight.

After October 1, 2025, will we need to pre-send all employees and clients or will you retrieve all existing data from the current aggregator?

The AHCCCS Aggregator will have all the data sent to Sandata prior to September 30th, sending all employees and clients is not necessary.

Are there going to be any changes to the claims validation rules used by the AHCCCS Aggregator to inform MCOs the visit data aligns with the claim and it can be paid?

AHCCCS has made one minor modification to the aggregator claims validation process for services that are billed on a 15-minute basis. This change was made to align with CMS billing guidelines and to reduce administrative burden for providers. Per CMS billing guidelines, there must be at least 8 minutes of service to bill 1 unit for a 15-minute service code. Sandata's threshold for validation was 7 minutes. This created a discrepancy between how Sandata validated the claimed units with the EVV data and claims

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submitted by providers that were compliant with billing practices. Thus, providers had to do some workaround on the back end to reconcile their visit data with their claims.

Will the reason and resolution codes remain the same as the current aggregator connection?

Yes. Policy, business and technical requirements are being maintained. An AHCCCS version of the technical specifications and business requirements can be found on the [AHCCCS EVV](#) website under “AHCCCS Aggregator”.

Will visit schedules need to be sent ahead of time, or can we send the schedule with the completed visit?

Yes. Either method is acceptable. As a reminder, the schedule start and end time should be reported accurately and not adjusted to align with the actual visit times. This defeats the purpose of the scheduling requirement. If a schedule has been created and no visit occurs, the schedules should still be sent. Schedules that are sent without a visit (i.e. missed visit), should be reconciled with the appropriate reason and resolution codes.

Where do we find our account numbers?

The AHCCCS aggregator does not create account numbers. All provider visit data will be aggregated under Provider Medicaid ID.

How do we notify AHCCCS we are changing EVV vendors?

There is no need to notify AHCCCS at this time. Your new vendor simply needs to begin sending your data to the AHCCCS aggregator.

EVV Vendor Registration

Is there a formal testing process we need to complete before being issued Production credentials?

There is not a formal testing process. A select group of EVV vendors have tested successfully with the existing vendor, there is no additional formal testing required to submit to production. We encourage vendors to register for the TEST and PROD API and confirm connectivity using the TEST API prior to 10/1/2025. Instructions can be found in the [EVV Vendor API Registration Instructions](#) found on the AHCCCS EVV website. This process would also be encouraged for any new vendors contracting with providers.

API Developer Instructions are also available on the AHCCCS EVV Website. The API Developer Instructions are a quick reference guide to explain the changes required to connect to the EVV Aggregator API endpoints. Changes include:

- Updating the URL to the new endpoint
- Using the subscription key to authenticate
- Adding an account property to identify your organization

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How do you want us to handle cases where our technical contact leaves our company?

Please submit a [help desk ticket](#) with the old and new contact information and date of the transition. We will work directly with your organization on the transition. It is your responsibility to monitor and update user access for your organization.

Does the subscription key expire after time or is it good forever?

The subscription key does not expire but you can rotate it. If you need to change your subscription key. Subscription keys can be regenerated by you at any time.

Are the API keys vendor specific or customer specific?

API subscription keys are vendor specific. Once the API subscription is active (screenshot below from the [API registration instructions](#)) they can regenerate their subscription key. It takes less than one second for a new key to be generated.

The screenshot shows a 'User profile' page. Under 'Account details', there are fields for Email, First name, Last name, and Registration date (07/28/2025), along with a 'Close account' button. Below this is a 'Subscriptions' section containing a table. The table has columns for 'Subscription details', 'Product', 'State', and 'Action'. One subscription is listed with the name 'EVVTestAPI', started on '07/31/2025', and a 'Product' of 'EVV - TEST Aggregation'. The 'State' is 'Active' and the 'Action' is 'Cancel'. The 'State' column header and the 'Active' value are highlighted with red boxes. Below the subscription details, there are links to 'Rename', 'Show', and 'Regenerate' for both the primary and secondary keys.

Subscription details		Product	State	Action
Name	EVVTestAPI	EVV - TEST Aggregation	Active	Cancel
Started on	07/31/2025			
Primary key	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX			
Secondary key	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX			

Provider Aggregator User Interface

What reporting capabilities will be available from the AHCCCS Aggregator?

The AHCCCS Aggregator will have comparable search functionality and reports. Some reports may not be available at go-live. AHCCCS will update providers when reports become available.

Are providers able to enter manual visits into the AHCCCS Aggregator?

No. Providers are not able to enter any visit data into the aggregator. Providers contract with EVV vendor and use that system to enter all data required for a visit. Your EVV vendor's system should have an option to add a manual visit for rare circumstances when no data was captured at the point of care (i.e. a device is not working). Documentation must comply with requirements outlined in the [Visit Maintenance and Documentation FAQ](#).

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Are authorizations/service confirmations still required?

As of 10/1/25, the Service Confirmation Portal process will no longer be necessary for the entry of service confirmations. The portal will continue to be used by providers to add and update the [EVV point of contact](#). Questions about authorizations should be directed to the member's Health Plan.

We have an EVV vendor, but we are currently waiting for the access to the AHCCCS Aggregator in ServiceNow. Will this delay the data being sent from the EVV vendor while the agency gets set up?

No. The EVV vendors have a separate process they use to submit the data. The provider's access to the aggregator allows them to see the data sent by their vendor including researching individual visits or utilizing the reporting capabilities of the aggregator. AHCCCS is adding the standard reports to the system incrementally as they are completed and tested. Ultimately, providers will have comparable reporting to what they had previously.

What if the adjusted time in and adjusted time out is not reflected accurately in the AHCCCS Aggregator? Should we reach out to AHCCCS or our own vendor?

Providers should work with their EVV vendors when they believe visit data is not reflected accurately in the AHCCCS Aggregator. The data in the aggregator simply reflects the data sent to AHCCCS by the EVV Vendor.

Will providers be able to see Live In Caregiver Information in the Aggregator?

We are accepting live-in-caregiver data, but we still have more work to do to send a response to the EVV vendors that the data has been received successfully. Live-in caregiver data will be reflected in the aggregator reports. We will send out communication updates as we progress.

Does AZ have an EVV Compliance minimum threshold for "passing"?

Currently, AHCCCS does not have an established performance measure or threshold for EVV. If you have been around a while, you may be familiar with some efforts that we have utilized like differential adjusted payments to award providers with incentives based on meeting certain performance metrics. We are looking at establishing some type of metric over the next year, particularly around auto verified and manually verified visits. Those are key performance indicators for the Centers for Medicare and Medicaid Services (CMS), who is our regulator and oversees AHCCCS.

We no longer have access to the Sandata EVV system. What steps do we take if an adjustment needs to be made to a visit prior to 10/1?

You will need to address this in your vendor's system and get the visit to a verified state. Your vendor will then send the updated information to the visit to the AHCCCS Aggregator.

How many agency employees may have access to the Aggregator?

There is no limit on how many employees can access the AHCCCS Aggregator as delegates, but there is protected health information in the aggregator so only people who need access for the purposes of their job role and function should be granted access by the master account holder.

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Help Desk

Is there going to be an EVV Help Desk for vendors?

Yes, all inquiries and questions should be directed to the [AHCCCS Solutions Center Helpdesk](#). Please refer to the [AHCCCS Solutions Center User Manual](#) for instructions on how to access, submit and monitor support tickets.

Who do providers contact to get support?

The [EVV Service Now Registration Manual](#) outlines which helpdesk to use depending upon your step in the registration process to gain access to the aggregator. Once you have access to the aggregator and have issues or questions related to the actual use of the aggregator, you should use the [AHCCCS Solutions Center Helpdesk](#).

How do we sign up to receive EVV updates?

You can sign up for our email list to receive EVV updates using [this link](#).

AHCCCS Online

Is the master account holder the same for AHCCCS Online and Service Now Aggregator access?

Yes, the Master Account Holder will be the same for AHCCCS Online and the AHCCCS Aggregator through Service Now.

My AHCCCS online account expired. I created a new master account yesterday. Can I get the activation code via email instead of postal mail?

No, as a security protocol, AHCCCS will NOT provide the activation code via text, email, phone call or fax. When you create a **MASTER** account, you will be prompted to select an address from a drop-down list. The list contains the valid addresses on record with AHCCCS for your provider. You must select the address for the location in which you receive mail. An **activation letter** will be mailed via USPS to the address selected. The activation code provided in the letter must be entered on the login page the first time you attempt to login using the **MASTER** account. Without the **activation code**, your account cannot be activated. If the address for your organization is not on file with AHCCCS, your organization will need to contact Provider Enrollment at 602-417-7670, for further assistance.

My NPI isn't connected to my AHCCCS portal. How can I get that connected?

AHCCCS External Users with an established Service Desk Account, can send UNENCRYPTED email to servicedesk@azahcccs.gov.

How do we find out who are Master account holder is?

You can reach out to the AHCCCS Online team for assistance. You can find more information [here](#).

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Service Now

How do I know whether or not to select “I am the Rendering Servicing Provider” or “I represent the Provider”?

The overwhelming majority of individuals who need to access the aggregator should select “I represent the provider” because they are employees/representatives of a provider organization. If the individual registering owns this business or is a sole proprietor, it is recommended they reach out to the [EVV Aggregator Helpdesk](#) for assistance. Please refer to the [Help Desk User Manual](#) for instructions on how to access, submit and monitor support tickets.

How do we work around the error that the AHCCCS Id is not matching the SSN last 4 so we can gain access?

You can check in the AHCCCS Provider Enrollment Portal ([APEP](#)) to confirm AHCCCS ID and SSN combination on file.

Can a delegate account representative be upgraded to Master Account Holder?

Yes. Please refer to the [AHCCCS ONLINE: Frequently Asked Questions](#)

Why is there no AHCCCS Provider ID linked to my ServiceNow portal?

AHCCCS External Users with an established Service Desk Account, can send UNENCRYPTED email to servicedesk@azahcccs.gov to confirm and link AHCCCS provider IDs to your account.

I submitted a ticket, because the error I received is that my email doesn't match what is on file. What do I do?

This issue has been addressed. At your convenience, please try again and if you are still experiencing this issue, please submit a ticket to the [EVV Aggregator Help desk](#) so that this can be corrected. Please refer to the [Help Desk User Manual](#) for instructions on how to access, submit and monitor support tickets.

When I try to log in, it says I've successfully logged out and doesn't let me log in.

This usually happens because of browser conflicts or saved data. To fix this, use a separate browser profile. Also, clear your cache and cookies before logging in.

I was trying to register in ServiceNow and I experienced an issue because my email address had dashes or underscores, will this get fixed?

Yes! With a recent update, email addressed containing and underscore or dashes are now being accepted.

AHCCCS Online

I have multiple provider IDs associated with my AHCCCS Online account. Can I get access to all those same provider IDs in the EVV Aggregator?

Yes, to add additional provider IDs to your AHCCCS Online account, follow the same [instructions](#) that

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you did when setting up your first provider ID. Please make sure that you register the additional provider IDs with the same [AHCCCS Online](#) email address.

Live-in Caregiver

Many agencies have caregivers that care for more than one member that lives in the same home with them but may fall under a different relationship category for each member they provide care to. Is this going to be a problem?

Not at all. This is the reality of our system. Please send the XREF for each unique client, relationship and service combination.

What if the EVV vendor we chose doesn't have this capability?

The provider agency is directly responsible for ensuring their chosen and contracted EVV vendor is compliant with AHCCCS policy as that agency has a direct contract with the vendor. The providers and EVV vendors have until October 31, 2025, to input and transmit data to the Aggregator.

Does this apply only to live-in caregivers of minor children?

No, AHCCCS wants any live-in caregiver relationship documented in the EVV system. If any type of live-in caregiver relationship exists, it should be documented via the XREF and sent to the Aggregator.

What services are permitted to have live-in caregivers?

The following services are appropriate to have live-in caregivers.

Attendant Care S5125

Habilitation T2017

Home Health Aide T1021

Homemaker S5130

Personal Care T1019

Respite S5150 and S5151

What is the difference between Parents/adoptive parents/legal from Guardians?

AHCCCS combined those relationships together as one option because those are individuals who have a legal responsibility to provide care. This information will help us identify those relationships that might need to adhere to the parents paid caregiver (PPCG) requirements specifically. For more information on that service model, please visit the AHCCCS Member Resources [webpage](#).

How will the system distinguish between live-in caregivers and guardians providing services to minors?

As part of the technical specifications, you will need to identify the appropriate live-in caregiver relationship among the available options. If a caregiver falls into the category of a parent, adoptive parent, or legal guardian, you would select that category. If the caregiver is a step-parent that has not legally adopted the child, then you would just select the step-parent option. If there is a situation where the grandparents are the legal guardian, then we want you to select the parent, adoptive parent or legal guardian option because there are specific requirements with the PPCG service model waiver and the state law that must be monitored.

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Billing codes reflect the type of live-in caregiver vs. non-live in, then by family vs. non-family. There are live-in family caregivers that are not parents but are live-in caregivers for a minor child. How will only checking live-in family vs. non-family provide data regarding usage of the parents as paid caregiver service model?

The information shared by the providers will be used to develop reports. The reports will be able to identify when a minor member and a parent live-in caregiver relationship exists. These reports will be available in the Aggregator. AHCCCS and Health Plans will also monitor the EVV data.

If our organization does not employ live-in caregivers, are we still required to send the XREF data endpoint with all elements of the specifications set to Null?

No, the information is only needed when there is a live-in caregiver relationship.

If someone stops being a live-in caregiver, do we send in the whole JSON with start and end date?

Correct. You would send the same start date and add the end date.

What happens if the live-in caregiver relationship ended and starts up again?

You would send the XREF in its entirety with the new start date (or old start date if it hasn't changed) and a blank end date.

Does the live-in caregiver segment (XREF Data Endpoint) need to be sent in every time the visit is sent or does it work similar to the Client and Employee segments?

You do not need to send the live-in caregiver segment with each visit. You only send it when the relationship has started (prior to the first visit) and when the client and employee segments have been accepted. You only send it again when there is an update (i.e. End date to the relationship). Note: Plans are underway to create an active and inactive status for these records post-go live. A record with the latest information will be considered active for a Client/Employee/Service combination. Once the changes are made, a notice will be sent to EVV vendors.

Will the live-in caregiver/XREF data display in the aggregator portal?

The live-in caregiver relationship will be accessed via reports. These reports will be in the AHCCCS Aggregator after go-live. AHCCCS will be ready to accept the data beginning 10/06/25, but the data won't be available in the Aggregator reports right away. AHCCCS will notify providers and vendors with the live in caregiver reports are available and populated.

When are we required to send in the live-in caregiver XREF?

No later than 10/31/25, the XREF must be sent for all live-in caregiver relationships that were active beginning 10/01/25. Thereafter, the XREF must be sent within 30 days of a change (i.e. a start or end to a relationship). AHCCCS will be ready to accept the data beginning 10/06/25, but the data won't be available in the Aggregator reports right away. AHCCCS will notify providers and vendors with the live in caregiver reports are available and populated.

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Also, what happens if the end date for the first live-in caregiver is not sent, but the second live-in caregiver information is sent for the same client?

There is no issue. The XREF stands by itself. If there are no more visits for the first member/DCW combo, it won't upset reporting for the visits for other member/combinations.

What are the exact relationship values that are required?

The exact relationship values are as follows, including dashes and forward slash:

Spouse
Adult children/Stepchildren
Son-in-law/Daughter-in-law
Grandchildren
Siblings/Step siblings
Parents/Adoptive Parents/Legal Guardians
Stepparents
Grandparents
Mother-in-law/Father-in-law
Brother-in-law/Sister-in-law
Other

Can I assume that “Other” is “No Relationship?”

No, if there is no live-in relationship, the XREF does not need to be sent. The category of “other” is to be used for live-in caregiver relationships not otherwise defined in the list of options (i.e. roommate).

If a client receives two different services, and they have a live-in caregiver, do we need to send this interface request for both services, or just once?

You will need to send the information for both services. It would be accepted as two different cross references by service.

How do we define the start date of the relationship. Is it the first shift or something else?

The date must be before the first visit occurs. The agency can decide if they want to use the start date as the date the individual was officially hired by the agency, or the date of the first shift.

Can we send live-in caregiver data before 10/31/25, for older visits or is this applicable only for visits starting 10/01/25?

The XREF should only be sent for all live-in caregiver relationships that were active beginning 10/01/25. Thereafter, the XREF must be sent within 30 days of a change (i.e. a start or end to a relationship).

Can the XREF be submitted multiple times with no changes for the same member live-in caregiver relationship or will it cause an error?

Yes, it can be submitted multiple times but the duplicate will be ignored. We would suggest that this information only be sent when there is a change.

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Will we be able to send multiple caregivers in the new XREF file or does each live-in caregiver need to be sent in a separate file?

The XREF is its own endpoint. It must be sent for each unique member, service and live-in caregiver relationship combination.

The XREF is missing the Provider ID, how will AHCCCS know which provider is associated with the XREF?

Just like all the other endpoints/transmissions, the Provider ID is required as part of the header information.

Can we just put an end date far out in advance because we don't anticipate a change in the live-in caregiver relationship?

No. If the live-in caregiver relationship is currently active, there should be no end date sent in the XREF.

What if I send in an XREF with a mistake, can it be deleted?

Yes, to mark a record in the aggregator as deleted, send a record with Relationship End date a day prior to Relationship Start Date as an indication of deletion. **Note:** This functionality does not currently exist, but plans are underway for this to be made post go-live. Once the changes are made, a notice will be sent to EVV vendors.