



AHCCCS QUALITY MANAGEMENT PORTAL MIGRATION UPDATE

Target Audience - Qualified Vendors and Providers

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On November 1, 2025, the Division [implemented a new process](#) requiring Qualified Vendors to enter incident reports directly into the AHCCCS QM Portal. The Division published a revised [Provider Manual Chapter 70](#) in December 2025 that includes the requirement for submitting all reportable incidents directly into the AHCCCS QM Portal. **Effective March 1, 2026, the Division will no longer accept hard copy incident reports submitted through the District Incident reporting mailboxes.** Qualified Vendors are required to submit all reportable incidents into the AHCCCS QM Portal. The only exception will be Qualified vendors in rural communities without reliable internet access.

The Division strongly encourages Qualified Vendors who have not yet created an account within the AHCCCS QM Portal to begin this process immediately. Guidelines for account creation can be located on the [AHCCCS QM Portal FAQ page](#) under the registration tab. Qualified Vendors should follow the [Provider User Guide](#) to create your Master and necessary sub-accounts.

Below are a few helpful tips when creating a new account:

Step 1: Navigate to the [AHCCCS Login page](#) and select "Create Account"



Step 2: Agree to the Terms of Use - Agreement

Step 3: Choose "Provider" when asked to "Enter Your Business Type"



Step 4: Enter the Qualified Vendor agency's NPI/AHCCCS ID and TIN.

After Step 4, continue following the guided prompts and reference the [Provider User Guide](#).

NOTE: After the registration process, AHCCCS will send an activation code to the agency's mailing address identified in the AHCCCS QM Portal by United States Postal Service mail. This may take up to 10-14 days. Return to the AHCCCS QM Portal to activate the "Master Account" once the activation code is received.

Once the Master Account is activated, the necessary sub-accounts can be created and User Roles can be assigned, which align with the agency's incident reporting processes. All user accounts, even the Master account, can be assigned one or multiple User Roles; for example, the Master account holder can be assigned as a Preparer, Clinical Director, and a 3rd-level Reviewer. At least one individual must be assigned as the Preparer and one Clinical Director; the 3rd Level Reviewer is optional. Below is a brief summary of each User Role:

- **Preparer:** This role is responsible for entering the incidents into the AHCCCS QM Portal. Here is the [AHCCCS FAQ](#). The Division has created a [User Guide](#) outlining its expectations for entry. Once entered, the preparer will need to assign the incident to a Clinical Director for review, approval, signature, and submission to the Division.
- **Clinical Director:** This role is responsible for reviewing, approving, signing, and submitting the incident to the Division. Each Clinical Director will only be able to see the incidents assigned to them, even if the agency has multiple users in that role.
- **3rd-Level Reviewer:** This User Role is optional and would be responsible for reviewing (they do not approve or sign) ALL incidents before they can be sent to the Division. This role will have line of sight into ALL incidents for the agency.

The Division created a [Frequently Asked Questions](#) and [User Guide](#) to assist Qualified Vendors. In addition, below are links to the AHCCCS QM Portal User Guides, which detail the steps required to enter, review, and approve reportable incidents within the AHCCCS QM Portal.

- [Incident Accident Death Submission User Guide](#)
- [Incident Accident Death Return User Guide](#)
- [Incident Accident Death Approval User Guide](#)

For Questions about this change, please contact the [Division's Chief Quality Officer](#).