



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of AHCCS

NEW RESOURCES FOR AHCCCS PROVIDERS - AVA & LIVE CHAT

Target Audience - Qualified Vendors and Providers

Transmittal Date - 05/08/2024

Dear AHCCCS provider,

We have exciting news! AVA, our virtual chatbot, has been upgraded to make it easier to get answers to your most common provider questions, including provider enrollment, revalidation, claims, and prior authorizations. Now, if you have questions like “How do I check the status of my provider enrollment application?” or “How do I submit a claim?” you can ask AVA.

If you have a complex question or simply want to chat with someone live, AVA can route you to a live chat specialist for help during business hours. Depending on your question, you may need to provide verification info like the provider NPI, the AHCCCS provider ID, or claim number to receive a personalized answer, so be sure to have that available.

You can find AVA at the bottom right-hand corner of the AHCCCS homepage, AHCCCS Online, and the APEP portal.