



Sent on Behalf of



AHCCCS EVV AGGREGATOR GO-LIVE ON TRACK FOR OCTOBER 1, 2025

Target Audience - Qualified Vendors and Providers

Transmittal Date - 08/12/2025

This communication is intended for provider agencies subject to Electronic Visit Verification (EVV) requirements and EVV vendors. Please read this entire communication for the most up-to-date information on EVV compliance. This communication presents a number of significant EVV updates. AHCCCS understands that providers and vendors may have questions that we may not be able to answer at this time. It was important for us, however, to share with you what we do know at this point in time while maintaining our commitment to continue to provide ongoing updates and a number of tools and resources to support understanding and engagement.

We are pleased to announce that the AHCCCS EVV Aggregator is on track to begin accepting data from EVV vendors **beginning October 1, 2025**.

EVV 2.0

All providers are required to contract with an EVV vendor of their choice and are responsible for the cost. This change supports streamlined EVV oversight and management, long-term sustainability of a single EVV aggregator, and provider choice of EVV vendors.

For providers who do not use Sandata as an EVV vendor, **you will not** have to make any changes. Your EVV vendor will send data to AHCCCS instead of sending it to Sandata. AHCCCS will continue to maintain the same technical requirements that EVV vendors use today.

You can find an EVV 2.0 FAQ on the [AHCCCS website](#), under General Resources and Frequently Asked Questions.

EVV Vendor Timeline: What to Expect and How to Prepare

- **EVV Data Submission:** Data will be accepted by AHCCCS beginning 10/01/2025. In the coming weeks, AHCCCS will provide specific instructions regarding the exact timing of when to stop sending to Sandata and when to start sending to AHCCCS.
- **Register in ServiceNow:** EVV Vendors will use ServiceNow to send data to the AHCCCS Aggregator, more information will be coming in early September regarding how to register in the system. This step will be an important part of readiness.

- Participate in Training: On September 11, 2025, AHCCCS will host a training session for EVV vendors, more information will be coming in early September regarding how to register for the training. The training will be recorded, and all training materials and user guides will be posted to the [AHCCCS website](#).
- Participate in Connectivity Testing: All EVV vendors will have the chance to test the submission of data to the AHCCCS Aggregator between September 09, 2025, and September 29, 2025.

Provider Timeline: What to Expect and How to Prepare

- Contract with an EVV Vendor: If you don't already have a contract with an EVV vendor, it is highly recommended to contract with an EVV vendor by September 1, 2025. The [AHCCCS website](#) has information and tools providers can use to learn about available EVV systems and engage in conversations with the vendors.
- Confirm your EVV Primary Point of Contact: Verify that your EVV contact information is current with AHCCCS. You can find directions on updating or adding your [EVV Contact here](#).
- Register in ServiceNow: Providers will use ServiceNow to review data and run reports in the AHCCCS Aggregator, more information will be coming in early September regarding how to register in the system. This step will be an important part of readiness.
- Participate in Training: On September 18, 2025, AHCCCS will host a training session for providers, more information will be coming in early September regarding how to register for the training. The training will be recorded, and all training materials and user guides will be posted to the [AHCCCS website](#).

NEW EVV Help Desk

All inquiries and questions should NOW be directed to the EVV ServiceNow Help Desk [Government Service Portal - Government Service](#)

Please reference the [Help Desk User Manual](#) for instructions on how to access, submit and monitor support tickets. All policy and technical support inquiries and questions should be directed to the new helpdesk to streamline the response process.

Stay Connected

To ensure you receive all upcoming announcements, registration links, and training invitations, please sign up for our general [EVV email list here](#).