



Sent on Behalf of



EVV TRAINING NOTICE

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.

Transmittal Date - 09/03/2025

EVV 2.0

Your action is needed!

To ensure you receive timely and relevant updates to support your readiness for this transition, we are asking each provider agency to take the following actions by **September 10, 2025**.

It is critical that the correct EVV Contact is on file for your agency to ensure your agency can access the state aggregator.

Provider Call to Action:

- Revisit and confirm the main EVV Contact:
 - Is still employed with your agency and
 - Is a person responsible for viewing visit data that is sent by the EVV vendor, run reports or research visits
- The main EVV contact person **MUST** be a person who currently works for your agency. For security reasons, you will need to revisit this information on a regular basis to ensure it is up to date.
- The main EVV contact **CANNOT** be:
 - A person who works for your EVV vendor
 - A group inbox
 - A person who does NOT currently work for your agency

You can find instructions to view/update the provider agency's main EVV point of contact on the [AHCCCS EVV webpage](#).

Upcoming Training

We want to remind you of the upcoming training sessions to assist you in learning how to use the new AHCCCS EVV Aggregator. There is specific training for EVV vendors and individuals that represent service providers.

What You Need to Do:

1. Identify the training that is appropriate for you and your team based upon your role with EVV. Attend the training session to ensure you and your team are fully prepared. If you are unable to make the training, you will be able to view a recording of it online.
2. Share this announcement with any additional team members or partners who may need to participate.

EVV Vendor Training

Who Should Attend:

All EVV Vendors, including staff responsible for submitting data to the AHCCCS Aggregator, and those involved in supporting users of your EVV system.

The session will cover:

- Overview of the EVV aggregator and its purpose
- User roles and responsibilities
- API registration, connectivity, and testing
- Support resources and troubleshooting
- Open Q&A session

The EVV Vendor Training session will be held on the following date and time:

- September 11, 2025
- 11:30 AM -12:30 PM MST
- [Join Link](#)

Service Provider Training

Who Should Attend:

All providers, including administrative staff, and those involved in service scheduling, delivery or documentation.

The session will cover:

- Overview of the EVV aggregator and its purpose
- User roles and responsibilities
- User interface and reporting
- Support resources and troubleshooting
- Open Q&A session

The Service Provider Training session will be held on the following date and time:

- September 18, 2025
- 1:00 PM – 2:00 PM MST
- [Join Link](#)

If you are unable to attend the trainings, the material for both sessions will be posted on the [state's website](#).

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](#).