

Sent on Behalf of DES/DDD

# SANDATA TRANSITION ELECTRONIC VISIT VERIFICATION (EVV) VALIDATION PAYMENT DELAY

Target Audience - Qualified Vendors and Providers

Transmittal Date - 09/23/2025

Please review this announcement in its entirety. As part of the transition to AHCCCS's [new EVV Aggregator system](#), AHCCCS has identified when service providers (Qualified Vendors) must stop using Sandata for claims validation and Qualified Vendors must start using the AHCCCS EVV aggregator. AHCCCS needs a few days to import and validate all the EVV data into the new Aggregator prior to September 30, 2025. This will ensure that all historical data is accessible to view visit statuses and run reports. While some vendors may experience a slight delay in their claims payment for visits around the transition period, this process will help to mitigate issues that may create even greater delays.

The Division will **stop** sending authorization files or claim validation requests to Sandata by **Monday, September 29, 2025 at 05:00 PM**. The Division will **begin** sending claims validation requests to AHCCCS on **Monday, October 6, 2025 at 12:01 AM (Midnight)**. This means that **for EVV services only**, DDD will not be processing claims during this timeframe.

**In order for claims to be validated by SanData prior to the transition to AHCCCS, Qualified Vendors must have their claims reach a status of "Sent to External Payer" in WellSky by Friday, September 26, 2025, by 5:00 PM.**

The Division encourages vendors to complete visit maintenance on all visits not in a verified/processed status before September 30, 2025. Any visit not in a verified/processed status as of September 30, 2025 at 11:59 PM AZ time will need to be addressed and resubmitted beginning October 6, 2025.