



DIVISION OF
DEVELOPMENTAL
DISABILITIES

Sent on Behalf of



EVV AHCCCS AGGREGATOR POST GO-LIVE REMINDERS AND UPDATES - OCTOBER 21, 2025

Target Audience - Qualified Vendors and Providers

Transmittal Date - 10/23/2025

It remains critical for EVV software vendors (EVV vendors) and provider agencies to review all the communications in their entirety regarding the AHCCCS Aggregator. AHCCCS remains committed to providing frequent communications to address the most up to date information and priority action steps for EVV vendors and provider agencies.

We appreciate your continued partnership and patience during these final stages of the AHCCCS aggregator transition. We acknowledge that for some of you, this transition has presented challenges, and we assure you that our top priority is to be responsive and to provide timely clarification or solutions.

To support our goals to be responsive we have:

- Brought on additional resources and worked to streamline internal coordination processes to support timely responses to HelpDesk tickets.
- Resolved performance issues that impacted timely responses to data submission files by the EVV Vendors and data loading in the aggregator.
- Met individually with EVV vendors experiencing a higher volume or data submission challenges

To support our solution-oriented approach, we have:

- [Updated FAQs](#) to include support needs that are trending in HelpDesk tickets.
- Created a one-pager for EVV vendors on the [Visit Exception Handling Process](#).
- Provided a permanent fix that allows EVV Vendors to send a schedule without visit to align with our policy and business requirements.
- Provided a temporary fix for the following scenarios. We are temporarily allowing:
 - Visit containing only adjusted call in/out times and with no original call in/out times
 - Visits to be updated after they are already in a verified state that share the same visit other ID.
 - Acceptance of a duplicate verified visit (that shares the same visit other ID as another visit) while maintaining the most recent visit and putting the older visit into omit (no bill) status.
- **NOTE: AHCCCS is going to meet with impacted EVV Vendors this week to discuss how to address these circumstances on a permanent basis. It is imperative that we work together**

to ensure our state's compliance with EVV while also striving to streamline processes for EVV Vendors and providers.

The following are ways that you can help us better support you:

- Please try and submit a ticket to the HelpDesk for one issue. If multiple issues are being reported on one ticket, it can make it difficult to assign the ticket for review and resolution especially when each issue requires a different SME's attention.
- Make sure you are submitting a ticket to the right HelpDesk.
 - Providers: The [EVV Service Now Registration Manual](#) outlines which helpdesk to use depending upon your step in the registration process to gain access to the aggregator. Once you have access to the aggregator and have issues or questions related to the actual use of the aggregator, you should use the [AHCCCS Solutions Center Helpdesk](#). Please refer to the [AHCCCS Solutions Center User Manual](#) for instructions on how to access, submit and monitor support tickets.
 - Vendors: All inquiries and questions should be directed to the [AHCCCS Solutions Center Helpdesk](#). Please refer to the [AHCCCS Solutions Center User Manual](#) for instructions on how to access, submit and monitor support tickets.

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