

INCIDENT REPORTING PROCESS CHANGE EFFECTIVE NOVEMBER 1, 2025

Target Audience - Qualified Vendors and Providers

Transmittal Date - 10/27/2025

As [announced on June 11, 2025](#), beginning November 1, 2025, the Division will require Qualified Vendors to enter incident reports directly into the AHCCCS QM Portal. Qualified Vendors must continue using existing processes to submit incident reports directly to the Division through October 31, 2025.

Qualified Vendors must review the AHCCCS QM Portal User Guides (below), which detail the steps required to enter, review, and approve reportable incidents within the AHCCCS QM Portal.

- [Incident Accident Death Submission User Guide](#)
- [Incident Accident Death Return User Guide](#)
- [Incident Accident Death Approval User Guide](#)

The Division has created a [User Guide](#) and [Frequently Asked Questions](#) to assist Qualified Vendors.

The Division held Question and Answer sessions on October 14, 2025, and October 16, 2025; below are links to the AHCCCS presentation and questions and answers generated during the sessions.

- [AHCCCS Presentation](#)
- [AHCCCS QM Portal Questions and Answers](#)

Qualified Vendors or providers with questions about this change should contact the [Division's Chief Quality Officer](#).