



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

AHCCCS EVV UPDATED SCHEDULING FAQ NOW AVAILABLE

Target Audience - Qualified Vendors and Providers

Transmittal Date - 11/22/2022

Updated Scheduling FAQ

AHCCCS is pleased to announce that an updated [Scheduling FAQ](#) has been posted to the [EVV web page](#) (under General Resources and Frequently Asked Questions). In response to provider stakeholder engagement, AHCCCS has provided guidance regarding flexibilities for allowing caregivers to create their own schedules.

Technical Support

For Sandata users, please contact the Sandata Customer Care at 855-928-1140 for any technical support for the system including, but not limited to:

- Accessing training,
- Finding your welcome kit,
- Changing your EVV Contact,
- Importing your employees, and
- All other technical issues experienced by users on devices or the EVV portal.

For technical issues related to the current alternate system technical specifications, please contact the Sandata Customer Support at AZAltEVV@sandata.com or 844-289-4246.