



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

ELECTRONIC VISIT VERIFICATION DESIGNEE FAQ NOW AVAILABLE

Target Audience - Qualified Vendors and Providers

Transmittal Date - 12/28/2022

Designee FAQ

AHCCCS has posted the [Designee Frequently Asked Questions document](#) on its [EVV web page](#). The FAQ includes additional direction on the purpose and role of the Designee.

Technical Support

Sandata users should contact 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, 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 Sandata Customer Support at AZAltEVV@sandata.com or 844-289-4246.