

Recipients: EVV Email listserv
Subject: EVV Reminders

As a reminder, the AHCCCS Team is here to support you, to answer questions, to provide technical assistance, and ensure your seamless transition to full EVV compliance. You may reach the AHCCCS team using the EVV@azahcccs.gov inbox, which is closely monitored to ensure responsiveness to your needs.

As promised, during the next few months, we will issue communication about the most pressing topics of the day based on our day-to-day interactions with you. To read other EVV Quick Reminder topics and communications, please visit the “EVV Quick Reminders” section on the EVV [web page](#).

Today’s topic is **Visit Maintenance**.

Visit Maintenance - What it does mean and what it doesn’t mean?

Visit Maintenance DOES mean that:

Providers can add or document missing or incomplete information about a visit to help provide all the data required to bill for EVV services. Each EVV system may handle this process a little differently, but all EVV systems are required to trigger visit maintenance flags when certain events occur. When these triggers are identified, providers will use a standard set of reason/resolution codes and, in some cases, will be required to enter a memo into the EVV system prior to getting paid for the visit. See these [FAQs](#) that explain how to document the missing information, including roughly 30 different examples of real-life events that might result in missing information and how to get those visits to a billable state.

Visit Maintenance DOES NOT mean that:

Providers should make every effort to obtain all the visit information at the point of care. This helps to ensure the information is accurate, complete and streamlines the administrative process for EVV while also mitigating payment delays.

Starting January 1, 2023, AHCCCS and the MCOs will monitor the data for a baseline period of approximately nine (9) months with the intention of determining whether or not a provider agency may fall within or outside the normal threshold for exceptions. This information will help inform the development of performance metrics that may be used to incentivize provider performance through vehicles such as value-based purchasing arrangements, Differential Adjusted Payment initiatives, or quality monitoring reviews.