

AHCCCS E.V.V.

ELECTRONIC VISIT VERIFICATION

This notice is directed to EVV provider agencies

Provider agency users of the AHCCCS EVV Aggregator shall review and act upon this information regarding the new AHCCCS Solutions Center (aka ServiceNow) to avoid access delays on or after 05/04/26. The AHCCCS Solutions Center is a broader AHCCCS initiative and providers may have already received information regarding the new platform. This communication is intended to provide more targeted information for provider agencies as it pertains to access to the Aggregator.

Please note: Starting at **5:00 p.m. Arizona time on May 1**, the EVV Aggregator user interface (where visit status and reports are viewed) will be **unavailable through May 4 at 8:00 a.m.** More information on the downtime is provided below.

What's Changing?

AHCCCS will soon be launching **the AHCCCS Solutions Center**—a new, centralized platform designed to make it easier to connect with AHCCCS and submit requests on behalf of Providers. The AHCCCS Solutions center is designed to make it easier to submit requests, track progress, and communicate with our teams.

The AHCCCS Solutions Center will be a resource used by individuals such as:

- Providers
- Office staff, administrators, and delegates
- Vendors or partners who interact with AHCCCS on behalf of Providers

Currently, Providers and those who represent providers email general mailboxes, which creates a service desk ticket. The AHCCCS Solutions Center will be replacing this process for several of the general email addresses. More information about which email addresses will be impacted will be provided as we approach the launch of the AHCCCS Solutions Center. For a list of services transitioning into the AHCCCS Solution Center on May 4, please visit: https://azahcccs.gov/shared/News/GeneralNews/AHCCCS_SolutionsCenter.html.

How does this impact EVV Aggregator Users?

All users who access the AHCCCS EVV Aggregator user interface to review visit statuses or generate reports must ensure compliance with the following requirements that are **going in effect on 5/4/2026** otherwise access to the Aggregator may be delayed.

Aggregator Outage

Please note that starting at **5:00 p.m. Arizona time on May 1**, the EVV Aggregator user interface (where visit status and reports are viewed) will be **unavailable through May 4 at 8:00 a.m.** due to the implementation of the ServiceNow Customer Service System and Provider Solution. During this time, EVV vendors (on behalf of providers) may continue to submit visit details as usual via their normal EVV submission method; however, visit status updates, exceptions, and reports will not be viewable in the Aggregator user interface until service is restored. Submitted visits will be received and processed, and any status updates and reporting will be available once the user interface is back online.

ID.me Authentication Requirement

Effective **May 4**, all users will be required to log in to the Aggregator using their ID.me credentials. To help avoid access issues, users are encouraged to complete ID.me verification in advance and ensure their username and password are readily available. If you have an existing ID.me account, you will not need to create a new one, and your ID.me email address does not need to be the same as your AHCCCS Solutions Center email address

- **User Access Levels**

Once the new AHCCCS Solution Center goes live on May 4, 2026, all existing users will be given a **delegate role for their EVV user status**. Requests to upgrade or change access to an **Admin or Manager role** may be submitted after May 4. **Anyone with a delegate user status will still be able to utilize all of the functionality of the Aggregator**. The other roles simply allow users to approve and manage a provider agency's user access to EVV Aggregator and other broader functions within the AHCCCS Solutions Center portal. Provider administrator(s) will need to explicitly grant **new authorized users** delegate access to the EVV Portal. Users will initiate access requests through the Provider Portal in the AHCCCS Solutions Center.

- **New User Registration (after 05/04/26)**

Users who register after **May 4**, or do not have delegate access in place **by May 1**, will be required to complete a new registration process. **The Aggregator registration manual will be updated and uploaded to the [EVV webpage](#) on 05/04/26 to reflect the changes to the AHCCCS Solutions Center.**

Recordings of training and additional materials such as user guides and FAQs will be available for reference in the AHCCCS Solutions Center Knowledge Base as of May 4.

For additional details regarding the training schedule, please visit:
https://azahcccs.gov/shared/News/GeneralNews/AHCCCS_SolutionsCenter.html

Arizona Health Care Cost Containment System (AHCCCS)

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