

Subject: Important EVV Updates - June 2025



## PUBLIC NOTICE

# AHCCCS E.V.V.

## ELECTRONIC VISIT VERIFICATION

*This communication is intended for provider agencies subject to Electronic Visit Verification (EVV) requirements and EVV vendors. Please read this entire communication for the most up-to-date information on EVV compliance. This communication presents a number of significant EVV updates. AHCCCS understands that providers and vendors may have questions that we may not be able to answer at this time, hence the importance of your input and participation. It is crucial for us to share with you what we know right now, while maintaining our commitment to provide updates, tools and resources to support understanding and engagement.*

### Live in Caregiver Data and Alternate Vendor Technical Specification Updates

AHCCCS is requiring all provider agencies to identify direct care workers who are live-in caregivers. The information will be used to monitor compliance with the 40 hour weekly and single agency limitations for the Parents as Paid Caregiver service model, as well as, support overall data collection for workforce development planning and monitoring.

Administrators of provider agencies that utilize the Sandata EVV system, have been notified and asked to identify all existing live-in caregivers as of March 31, 2025 and ongoing thereafter.

AHCCCS has posted the updated [technical specifications](#) on the [EVV webpage](#) for alternate vendors to allow providers using alternate vendors to identify direct care workers as live-in caregivers. ***Sandata is currently ready and able to accept this data from alternate vendors. Alternate vendors are expected to have the changes in place and begin submitting the live-in caregiver data to Sandata during the first quarter of the state fiscal year (July 1, 2025 - September 30, 2025). This means the vendor has completed the development work, users have input the data and the vendor has transmitted the data to Sandata by September 30, 2025. AHCCCS will be closely monitoring progress and compliance of the data by provider agencies.*** AHCCCS has also updated the "[Business Requirements for Alternate EVV Data Collection Components](#)" document with the live-in caregiver identification requirements. This document serves as a companion document to the technical specifications to support providers in

understanding how EVV compliance standards translate into the technical specifications for alternate vendors.

It is important to note that AHCCCS plans to maintain the same requirements (including those reflected in the update noted above) when vendors are required to submit data directly to the AHCCCS EVV aggregator beginning October 1, 2025.

AHCCCS and Sandata are hosting a technical assistance webinar for providers and their alternate vendors to provide clarification and answer any questions on the updated specifications. AHCCCS expects both alternate vendors and providers (who contract with them) to attend the webinar to ensure understanding and alignment on timelines and compliance standards. The webinars will be recorded and posted to the [EVV webpage](#).

**Webinar Title:** Live in Caregiver Alternate Specification Updates

**Date:** July 9, 2025

**Time:** 10:30-11:30

[Event Link](#)

To help us prioritize topics of particular interest during the webinar, please complete the simple form [linked here](#) to raise your questions by July 7, 2025.

During the webinar, AHCCCS will also be covering general EVV compliance standards related to scheduling, rescheduling, visit maintenance and auto-verified visits.

### **New Reports Now Available in the Sandata EVV System and Aggregator**

There are four new reports now available in the Sandata EVV System and Aggregator platforms to support efforts to monitor compliance with the Parents as Paid Caregiver service model and overall workforce development planning.

- Client Relationship to Employees
- Employee Relationship to Clients
- Daily/Weekly Hours Worked - Detail
- Daily/Weekly Hours Worked - Summary

### **EVV 2.0 Reminders and Required Actions**

Effective October 1, 2025, AHCCCS will serve as its own EVV data aggregator. This means that AHCCCS will not be re-soliciting for an EVV vendor after our contract with Sandata expires on September 30, 2025. AHCCCS is currently contracted with Sandata to serve as both an EVV vendor and also to perform EVV aggregator services. The decision included considerations related to streamlined EVV oversight and management, long-term sustainability of a single EVV aggregator, and provider choice of EVV vendors.

AHCCCS has not required providers to use Sandata; however, we recognize that many providers do use the Sandata EVV system.

For providers **who do not** use Sandata as an EVV vendor, they **will not** have to make any changes. Your EVV vendor will send data to AHCCCS instead of sending it to Sandata. AHCCCS will continue to maintain the same technical requirements that EVV vendors use to send data to Sandata. EVV vendors will have to test with AHCCCS to ensure the successful submission of data. More information on the testing process with AHCCCS is forthcoming.

For providers **who use** Sandata as their EVV vendor, you **will need** to contract directly with Sandata or another EVV vendor of your choice, and will be responsible for the cost. Only a small number of providers currently use Sandata. The majority of providers use their own selected EVV vendor and pay for their service.

### **Your action is needed!**

To ensure you receive timely and relevant updates to support your readiness for this transition, we are asking each provider and vendor organization to take the following actions by **July 10, 2025**. Your prompt attention to this request will help avoid communication delays for your organization and help to ensure a seamless transition for all stakeholders.

#### Provider Call to Action:

- Review and confirm/update the primary point of contact for EVV in the AHCCCS Online Portal
- You can find instructions on the [AHCCCS EVV webpage](#)

#### EVV Vendor Call to Action:

- Please complete the brief survey to provide a primary point of contact and provide basic information to support the readiness and testing planning process.
- You can find a link to the survey [here](#)

### **Tools and Resources**

**Alternate Vendor Review Tool** - The tool is designed to assist provider agencies in evaluating their chosen or prospective alternate vendor's compliance with AHCCCS policy. Ultimately, the provider agency is directly responsible for overseeing their direct contract with their chosen vendor and ensuring compliance with EVV. The review tool may also be used by provider agencies as part of the vetting process when choosing a new EVV vendor. The tool comes complete with a companion instructional resource and links to AHCCCS policy and guidance documents. The tool, instructions, and a recorded webinar with information on how to use the tool have been posted to the [EVV webpage](#).

**Frequently Asked Questions (FAQs)** - AHCCCS has updated the FAQ document that will be continually updated throughout the transition process as information becomes available. You can find the most up to date FAQ document on the [EVV Webpage](#). We encourage you to fill out [this survey](#) to raise your questions so they can be catalogued and posted to the [EVV webpage](#) with a response. It is important to note that we may not be in a position to answer every question right away, but your questions will help prioritize planning and communications based on your informational needs. Please make sure to [sign up](#) for EVV notices for updates to the FAQs.

### Stay Informed

Please [sign up](#) for email notices about EVV.

Step	Date Completed	Who Performed this Action
<b>1. [for submitter to complete] Main author drafts document.</b>	<b>05/16/2025 and 06/17/2025</b>	<b>Dara Johnson and Danielle Ashlock</b>
<b>HTS and AHCCCS Communications Team</b>		
<b>2. [for submitter to complete] SME(s) consulted - indicate who contributed and on what date *If more than 3 people contributed, list out divisions who contributed.</b>		<b>Leslie  Rachel 06/17/25</b>
<b>3. [for submitter to complete] Leadership review completed  *If this did not occur, note the reason.</b>	<b>5/2/25 &amp; 5/19/25</b>	<b>Jakenna: 5/19/25, 10:38 AM  Anthony  Kristen</b>

<p><b>4. Document sent to Communications team for review. Include the intended or target audience of the document.</b></p>	<p><b>6/23/25, first revision</b></p>	<p><b>Johnny: 6/23/25 12p, suggested edits</b></p>
<p><b>5. <i>[for Communication team to complete]</i> Document returned to original author for deployment (e.g. to EM or to external source)</b></p>		