

The logo for the Arizona Health Care Cost Containment System is a circular emblem on the left side of the slide. It features a variety of white icons on a teal background, including a sun, a mountain, a tree, a flower, a hand, a gear, and a fish. The text "ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM" is centered on the right side of the slide in a white, sans-serif font. The word "ARIZONA" is the largest and most prominent, with a stylized mountain range integrated into the letter "O".

ARIZONA
HEALTH CARE COST
CONTAINMENT SYSTEM

EVV Compliance Webinar Series

Topic: Visit Maintenance
June 2026

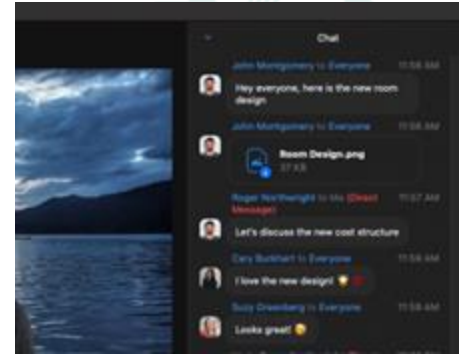
Housekeeping

- You were automatically muted upon entry
- Please only join by phone or computer
- Please use the chat feature for questions and/or comments

Thank you!



**Limit background
noise and distractions if
feasible**



**Use chat feature to share
feedback or raise your
hand**

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Please disconnect from this meeting if you do not agree to these terms.

Introductions

- Dara Johnson, AHCCCS
- Danielle Ashlock, AHCCCS
- Manasi Upadhye, HealthTech Solutions
- Bryan Maltby, HealthTech Solutions



Visit Maintenance Agenda

- Purpose of Visit Maintenance
- Definitions and Process of Visit Maintenance
 - Exceptions
 - Reason and Resolution Codes
 - Common Examples
- Aggregator Reports
- Q&A
- Final Reminders and Remarks



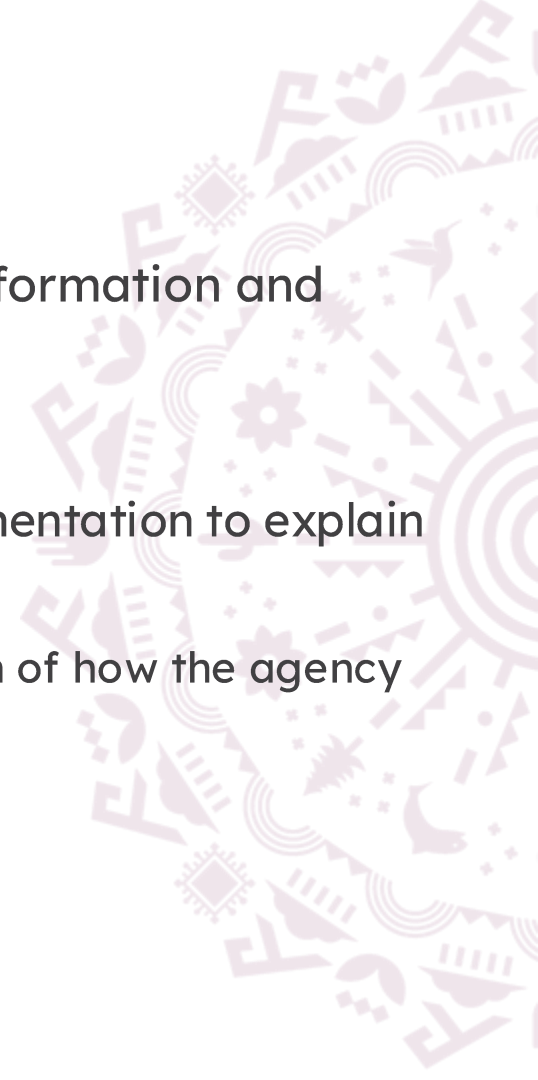
What is Visit Maintenance?

- Required to address data that **wasn't captured** or **wasn't accurately** captured at the point of care
 - Add or document missing/incomplete data required to receive payment for EVV services
 - Provide information to explain why a visit didn't go according to the original plan
- All EVV systems are required to trigger exceptions when certain events occur.
 - When these exceptions are triggered, providers will use a standard set of reason/resolution codes and, in some cases, will be required to enter a memo



What is an exception?

- Identifies when a visit has missing or incomplete information and some exceptions require:
 - Data that is missing
 - Acknowledgement that data is missing and documentation to explain why it is missing (reason codes)
 - Some circumstances also require documentation of how the agency responded (resolution codes)
 - Missed Visits (no show)
 - Unscheduled Visits
 - Late Visits (late in calls)



Why is it important?

- Ensures visit data is accurate and documentation supports compliance with federal regulation and state requirements
 - Tells the story of the service delivery
 - Maintains an audit trail
 - All updates to the data must be sent separately to maintain an audit trail beginning with data captured at the point of care and any subsequent updates by the provider agency
- Health plans review documentation as part of the annual quality monitoring reviews to ensure compliance with guidance in the [Visit Maintenance and Documentation FAQ](#).

Exceptions That Require a Fix

- If an exception is triggered due to missing information, the visit must be **fixed** in the provider's EVV system, **documented** with reason codes/memos and **resubmitted**.
 - Unknown Client
 - Unknown Employees
 - Visits Without In-Calls
 - Visit Without Out-Calls
 - Missing Service
 - Invalid Service

Memos are required if a time must be added/adjusted

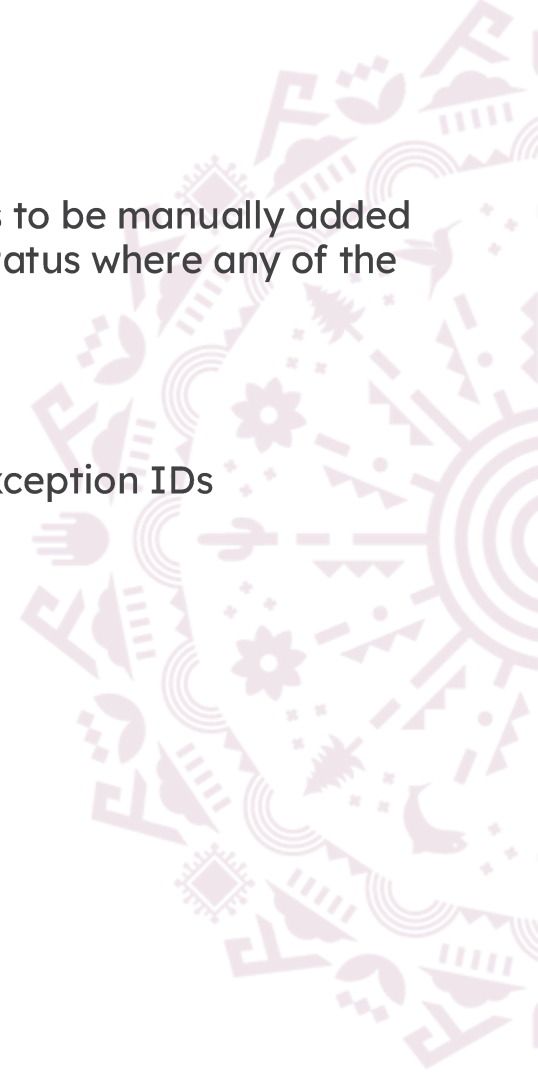
What is an Auto-Verified Visit?

- A visit is considered auto-verified when it is verified in real-time without any exceptions or manual edits. Visits in verified or processed status where any of these scenarios are true, they are considered auto-verified:
 - There are **no** adjusted times
 - There are **no** exceptions post on the visit with the following exception IDs
 - Visit without in-calls (#3)
 - Visit without out-calls (#4)
 - Missing service (#23)
 - Invalid service (#24)
 - If call-in time exists and call-in type is **Not** manual
 - If call-out time exists and call-out type is **Not** manual



What is a Manual Visit?

- A visit is considered manual if missing or inaccurate information has to be manually added or adjusted to correct the visit data. Visits in verified or processed status where any of the scenarios are true, they are manual visits:
 - There are **adjusted times** on the visit.
 - There are **exceptions posted on the visit** with the following exception IDs
 - Visit without in-calls (#3)
 - Visit without out-calls (#4)
 - Missing service (#23)
 - Invalid service (#24)
 - If call-in time exists and **call-in type is manual**
 - If call-out time exists and **call-out type is manual**



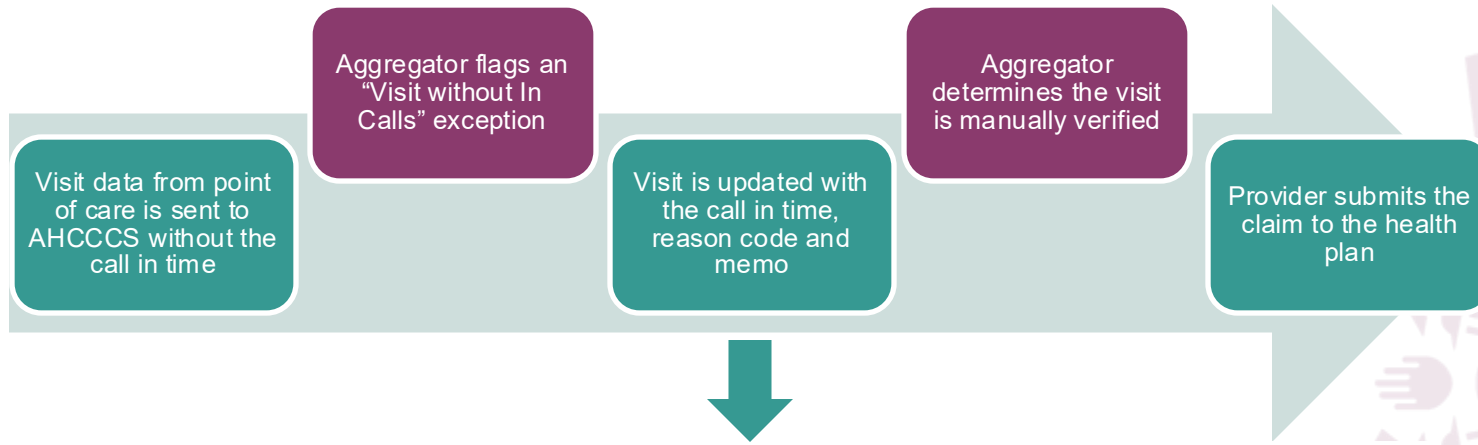
Exceptions that Don't Require a Fix

- Some visits trigger exceptions that cannot be fixed due to their nature. These visits require an attestation or **acknowledgement** by the provider that the visit has been reviewed and **documentation with reason and resolution codes**.

- Unscheduled Visits
- Unmatched Client ID/Phone
- Late In Call
- No Show
- Visit Verification Exception
- Client Signature Verification
- Service Verification Exception

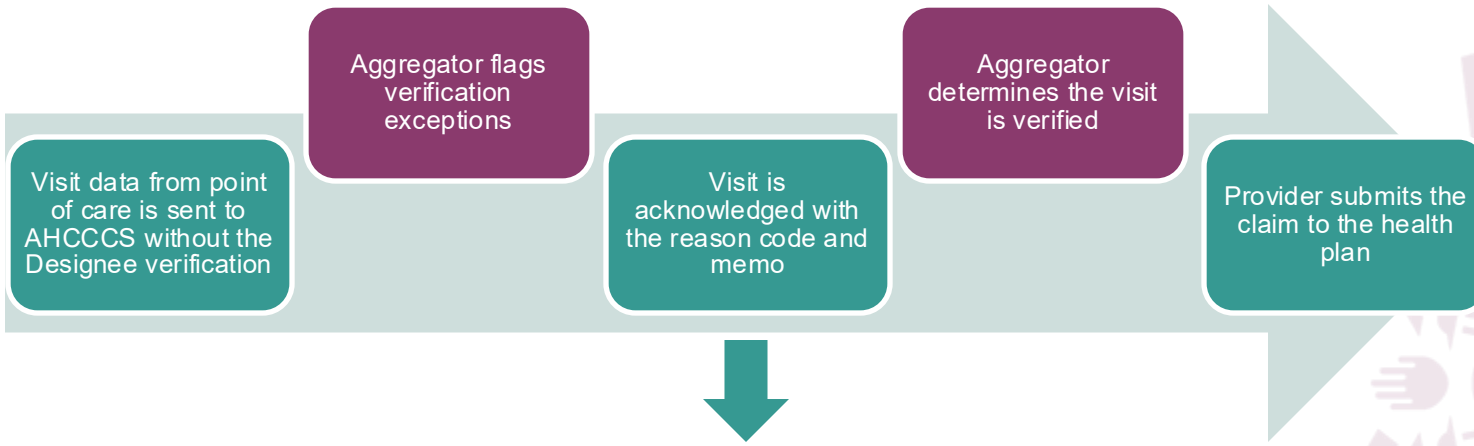
Resolution codes are primarily used to document the contingency plan when a visit was late or missed.

Scenario: DCW Forgets to Clock In



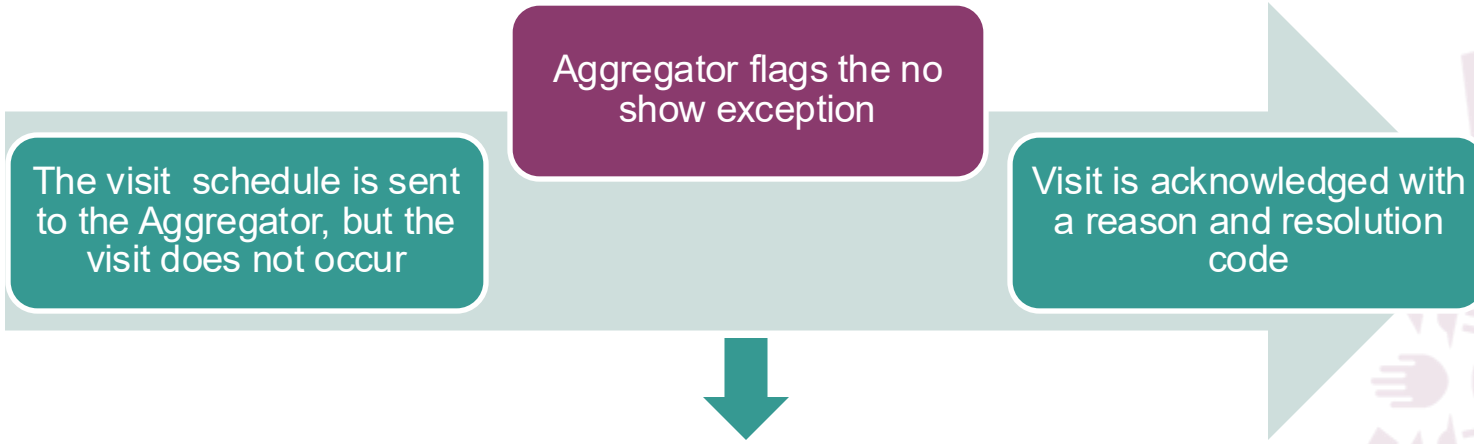
#	Scenario	Exception	Manual Edit	Reason Code	Resolution Code	Memo
5	DCW forgets to clock in	Visits Without In Calls	Y	Caregiver Error	None	Entered manual date and time after confirming with the [member/designee's name] via [Communication Method] on XX/XX and [caregiver name] via [Communication Method] on XX/XX. Communication method = verbal, email or portal

Scenario: Designee Unable Verify Service Delivery



#	Scenario	Exception	Manual Edit	Reason Code	Resolution Code	Memo
12	Guardian/Designee was not home when the service ended to verify service delivery	Client Signature Exception, or Service Verification Exception		Member/Designee Unable to Verify	None	Confirmed date/time of service delivery with the [member/designee's name] via [Communication Method] on XX/XX. Communication method = verbal, email or portal

Scenario: DCW Cancels Without Notice



#	Scenario	Exception	Manual Edit	Reason Code	Resolution Code	Memo
17	DCW cancels and the agency can't provide a relief caregiver to meet the member's contingency plan	No Show		Caregiver No Show	-Reschedule within 2, 24 or 48 hours -Next Scheduled Visit -Non-Paid Caregiver	N/A



Aggregator Reports

Visit Verification Exception



Corporation: All
Visit Date Range: All

re: 5/20/2026 2:06:47 AM

Filter

Visit Verification Exception																																	
Client ID	Provider Medicaid ID	Service	Exception ID	Exception Type	Client Medicaid ID	Client Name	Client Phone #	Employee Name	Employee ID	Visit Key	Group Visit Code	Visit Date	Scheduled Start Time	Scheduled End Time	Scheduled Hours	Call Start Time	Call End Time	Call Hours	Adjusted Start Time	Adjusted End Time	Adjusted Hours	Billed Hours	Reason Codes										
1	G0299		4	Visits Without Out-Calls			30242					2329			N/A	8:00 AM		N/A	8:00 AM	9:00 AM	01:00	01:00	00, 01										
			5	Unscheduled Visits			30242					2329	6/2/2025			N/A	8:00 AM		N/A	8:00 AM	9:00 AM	01:00	01:00	00, 01									
							25751					1349	7/30/2025			N/A	10:15 AM	10:40 AM	00:25			N/A	00:25	None									
												7167	8/6/2025			N/A	10:25 AM	10:41 AM	00:16			N/A	00:16	None									
			28	Visit Verification Exception			30242					2329	6/2/2025			N/A	8:00 AM		N/A	8:00 AM	9:00 AM	01:00	01:00	00, 01									
			34	Invalid Service			30242					2329	6/2/2025			N/A	8:00 AM		N/A	8:00 AM	9:00 AM	01:00	01:00	00, 01									
			39	Client Signature Verification			30242					2329	6/2/2025			N/A	8:00 AM		N/A	8:00 AM	9:00 AM	01:00	01:00	00, 01									
			40	Service Verification Exception			30242					2329	6/2/2025			N/A	8:00 AM		N/A	8:00 AM	9:00 AM	01:00	01:00	00, 01									
			G0300									4	Visits Without Out-Calls			30242					6050	6/5/2025		N/A	8:00 AM		N/A	8:00 AM	9:00 AM	01:00	01:00	00, 01	
																					6080	6/9/2025		N/A	8:00 AM		N/A	8:00 AM	9:00 AM	01:00	01:00	00, 01	
												5	Unscheduled Visits			30242					6050	6/5/2025			N/A	8:00 AM		N/A	8:00 AM	9:00 AM	01:00	01:00	00, 01
																					6080	6/9/2025			N/A	8:00 AM		N/A	8:00 AM	9:00 AM	01:00	01:00	00, 01
			28	Visit Verification Exception	30242							6050	6/5/2025		N/A	8:00 AM		N/A	8:00 AM	9:00 AM	01:00	01:00	00, 01										
												6080	6/9/2025		N/A	8:00 AM		N/A	8:00 AM	9:00 AM	01:00	01:00	00, 01										





Q & A Session

Webinar Series

- Quarterly
- Content directed at both provider agency and software vendor audiences
- Future agenda topics:
 - If you have ideas, please submit them to EVV@azahcccs.gov



EVV Resources

- www.azahcccs.gov/evv
- Make sure you are submitting a ticket to the right HelpDesk.
 - The [EVV Service Now Registration Manual](#) outlines which helpdesk to use depending upon your step in the registration process to gain access to the aggregator.
 - Once you have access to the aggregator and have issues or questions related to the actual use of the aggregator, you should use the [AHCCCS Solutions Center Helpdesk](#). Please refer to the AHCCCS Solutions Center User Manual for instructions on how to access, submit and monitor support tickets.
- [Sign up](#) for our email list.



Thank you!