Subject: EVV AHCCCS Aggregator – Post Go-Live Reminders and Updates (10/10/25)

AHCCCS E.V.V. ✓
ELECTRONIC VISIT VERIFICATION

This communication is directed to AHCCCS Provider Agencies and EVV Software Vendors

The AHCCCS EVV Aggregator is now live, and vendors are successfully sending visit data. We appreciate your continued partnership and patience during this transition. It remains critical for EVV software vendors (EVV vendors) and provider agencies to review all the communications in their entirety regarding the AHCCCS Aggregator. AHCCCS remains committed to providing frequent communications to address the most up to date information and priority action steps for EVV vendors and provider agencies.

Information for EVV Vendors

- If you haven't already done so, you can start to send data submissions by EVV software vendors to the AHCCCS Aggregator. **We have 32 vendors successfully sending visit data and the numbers are increasing daily.**
  - o As we have been monitoring submissions, the team is making adjustments to improve performance. **EVV vendors may experience a delay in responses while these adjustments are being made. EVV vendors should experience noticeable improvement in response times early next week.**
- **Minor updates have been made to the** **technical specifications.** Updates were made to the error code table, XREF endpoint information, and mobile login field.
- AHCCCS is able to accept the **live-in caregiver data** and temporarily you will receive the response "The result for the input UUID is not ready yet. Please try again." Once AHCCCS finalizes functionality to store data in the database, we will process all received JSON files and generate a response. We will send out updated communication to let EVV vendors know when to expect the updated responses.
  - o **No later than 10/31/25, the XREF must be sent for all live-in caregiver relationships that were active beginning 10/01/25.** Thereafter, the XREF must be sent within 30 days of a change (i.e. a start or end to a relationship).
- **The current specifications do not include the CG modifier for attendant care (S5125) and habilitation (T2017).** We are planning to make this addition in the future. In the interim, you will need to send those visits **without** that modifier otherwise the visits will get rejected. Providers can still and should submit claims for those services with the CG modifier as directed by DDD.

- The AHCCCS version of the **API registration instructions**, **technical specifications**, **developer instructions** and **EVV 2.0 FAQs** are available on the AHCCCS EVV website. AHCCCS also has other training resources provided under the "AHCCCS Aggregator" section on the AHCCCS EVV website.

Information for Provider Agencies
- **EVV vendors have started sending data to the AHCCCS Aggregator.** Provider agencies should be communicating with their vendor and receiving updates on when data has started to be sent to the AHCCCS Aggregator.
- **Check your visits!** Any visit not in a verified/processed status, will need to be addressed and resubmitted to the AHCCCS aggregator by your EVV vendor.
  - **If you <u>didn't</u> switch EVV vendors,** you just need to address visits the way you always have in order to get them to a verified state.
  - **If you <u>did</u> switch EVV vendors,** you may need to enter a manual visit for any visits that occurred before 10/01 that are not in a verified/processed status.
- **Providers may experience a delay in seeing data in the Aggregator while adjustments are being made to improve performance. Providers should detect noticeable improvement by early next week.**
- **The current specifications do not include the CG modifier for attendant care (S5125) and habilitation (T2017).** We are planning to make this addition in the future. In the interim, your EVV vendor will need to send those visits **without** that modifier otherwise the visits will get rejected. You can still and should submit claims for those services using the CG modifier as directed by DDD.
- **The provider training occurred on 10/08.** This training was for provider agency staff that may have administrative EVV responsibilities such as overseeing service scheduling, delivery or documentation. This training was **not** geared toward caregivers who use EVV to record visits. A recording of the training and training materials are in process of being posted to the EVV website. Please check the EVV website in a few days.
  - **Instructions for the ServiceNow registration process are found here.**
  - **Instructions for using the AHCCCS Aggregator are found here.**
    - **Note:** The visit search features are currently available in the aggregator with one exception. You will not see any information yet in the "history" tab as we work to complete the process to display all the changes made to visits prior to 09/30/25. The historical visit data is present in the aggregator; you just can't see the details of changes made to the visits in this "history" tab just yet. Additionally, incrementally, you will start to see the standard reports become available over the coming weeks. They are in the final stages of the testing process to make sure they will be complete and accurate.
- **AHCCCS is working on updated FAQs to address recent and reoccurring questions sent to the EVV Help Desk.** We will send out communication once those are finalized and posted.

EVV Help Desk

All inquiries and questions should NOW be directed to the EVV ServiceNow Help Desk. Please refer to the Help Desk User Manual for instructions on how to access, submit and monitor support tickets. All policy and technical support inquiries and questions should be directed to the new helpdesk to streamline the response process.

Stay Connected

To ensure you receive all upcoming announcements, registration links, and training invitations, please sign up for our general EVV email list here.