

Subject: EVV AHCCCS Aggregator – Fixes for Specific Service Codes and Batch Rejections [November 5, 2025]



This communication is directed to EVV Software Vendors and Provider Agencies

It remains critical for EVV software vendors (EVV vendors) and provider agencies (providers) 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 Vendors

- Currently, for Client, Employee, Visit and Xref payload, if any of the records in the batch are rejected, AHCCCS rejects the entire batch even though only some of the records have errors. This requires EVV vendors to re-send the entire payload in the subsequent transmission/s. **In an effort to reduce burden and streamline the process to mitigate payment delays, AHCCCS already has efforts underway to fix this process and allow acceptance of the records without errors from the payload. We anticipate this change will take a week to get into production and we will send out a communication once it is in place. In the meantime, if you had some records in a batch that were rejected, you will need to re-send all the records in that batch (even the ones without any errors).** To support vendors with this process, AHCCCS can furnish a list of all VisitOtherID's processed by the aggregator for a particular provider(s) to assist vendors in determining visits that are not in the Aggregator, for resubmission. If you are interested in this information, please submit a ticket through 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.

Information for Providers

- **We have identified an issue with the EVV claims validation for the following service codes. You have likely experienced a rejected claim even if the visit was in a verified state in the aggregator.** We have a fix that is going to be in place on Friday (11/07). Over the next few days, you should start to see these claims being accepted. **You DO NOT need to do anything.** This is something that AHCCCS and the MCOs will be addressing. The impacted services codes are:
 - S5181 - Respiratory Therapy
 - S9128 - Speech Therapy
 - S9129 - Occupational Therapy
 - S9131 - Physical Therapy
 - T1021 - Home Health Aide
 - S5151 - Respite (per diem)
 - S5136 - Companion Care (per diem)
- **The following reports are now available in the aggregator for use.** More reports are forthcoming and a communication will be sent as they become available. **Reference the [aggregator provider user manual](#)** for information on the current reports and reports that will be made available in the near future. The following are reports that are now available in the aggregator:
 - Claims validation rejection
 - Visit claims verification status
 - Call summary
 - Client visit summary
 - Visit verification exception

The following are ways that you can help us better support you.

- **Please try and submit a ticket to the HelpDesk for one issue.** If multiple issues are being reported on one ticket, it can make it difficult to assign the ticket for review and resolution especially when each issue requires a different SME's attention.
- **Make sure you are submitting a ticket to the right HelpDesk.**
 - **Providers:** 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.

- **Vendors:** All inquiries and questions should be directed to 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.

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