

Subject: EVV AHCCCS Aggregator – Live-in Caregiver XREF Updates [November 3, 2025]

AHCCCS E.V.V.

ELECTRONIC VISIT VERIFICATION

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

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

Live-in Caregiver XREF

- We are now able to both receive and respond to live-in caregiver XREF data submissions
- **The XREF is now required to 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).
- **Updates to the specifications will be posted soon,** but in the interim, we wanted to provide the following clarification on the error responses for the XREF.

The data validation error responses are logged in 2 places, in line with the data element and/or as a collection of errors. The ClientIdentifier, EmployeeIdentifier, ProviderID, Payer and Service fields are used to map back to the data element that triggered the error log. Each error contains an error code and a description outlining what needs to be adjusted.

- For questions, **please refer to the [technical specifications](#) and the [EVV 2.0 FAQs](#)**
The FAQs have a specific section dedicated to the live-in caregiver data.

API Portal Access

Please be advised that all API technical team members or resources need to make sure that they **log in to the API portal monthly** otherwise their account will be locked out.

Information for Providers

- We are prioritizing the development of the live-in caregiver reports in the aggregator so you can start to see the live-in caregiver data. We will send out communication once those are in production and you are able to access the reports. **Reference page 16 (Reports 4.17 and 4.18) of the [aggregator provider user manual](#) for information on the reports** that will be made available in the very near future.
- For questions, **please refer to the [EVV 2.0 FAQs](#)** which have a specific section dedicated to the live-in caregiver data.

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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