

Arizona Health Care Cost Containment System (AHCCCS)

Medicaid Enterprise System Modernization

AZ Electronic Visit Verification (EVV) Aggregator

Provider User Manual

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Revision History

Version	Effective Date	Revision Owner	Description of Change
1.0	9/19/2025	Nicole Kohn	Initial draft
1.1	02/09/2026	Nicole Kohn	Additional reports added Screenshots added to assist providers in understanding how to use reports
1.2	03/05/2026	Nicole Kohn	Report name change
1.3	03/11/2026	Nicole Kohn	Accessibility Updates
1.4	03/30/2026	Nicole Kohn	Added New Report
1.5	05/04/2026	Nicole Kohn	New Provider Registration Link

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1. Purpose

The Provider User Manual is designed to help providers understand and navigate the **Arizona Health Care Cost Containment System (AHCCCS) Electronic Visit Verification (EVV) solution**. **This manual will explain how to use the interface to review visit data collected in the EVV aggregator and access various Aggregator reports.**

2. ServiceNow Portal Registration and User Guides

The Arizona Health Care Cost Containment System (AHCCCS) uses the AHCCCS Solutions Center to onboard users and verify identity through the ID.me identity verification process. This onboarding experience applies to Member, Provider, Health Plan, and other external users and supports interaction with most AHCCCS applications available through the AHCCCS Solutions Center.

Some applications, including Access to Care and Fraud Prevention, are available without logging in or creating an account. While account creation is not needed to submit those forms, users who create an account can receive more prompt updates and automated notifications related to their submissions.

This user guide provides step-by-step instructions to create an account, log in, and complete identity verification using ID.me. It guides users through the steps needed to access most AHCCCS applications, submit requests, and track submission activity within the AHCCCS Solutions Center.

On Boarding User Guide:

[External AHCCCS Knowledge Base - Onboarding User Guide - AHCCCS Solutions Center](#)

The Arizona Health Care Cost Containment System (AHCCCS) uses the AHCCCS Solutions Center to support provider identity verification, access management, and interaction with AHCCCS applications. The AHCCCS Provider application enables provider users to request access to provider accounts, manage provider relationships, and

submit provider-related cases based on approved permissions. This user guide is intended for Provider users who have completed the AHCCCS Solutions Center onboarding process. It provides role-specific step-by-step instructions for Provider Authorized Users, who hold one of three roles according to their relationship with a provider or provider organization, Admin, Manager, or Delegate.

Provider User Guide:

[External AHCCCS Knowledge Base - Provider User Guide - AHCCCS Solutions Center](#)

For more information on AHCCCS Solutions Center:

[Knowledge Base - Government Service](#)

3. Visit Review Screen

The **Visit Review** EVV page is located at <https://servicenow.azahcccs.gov/gsp>.

To perform a search from the Visit Review page, user must select a **Date Range** (a mandatory field) and at least one additional search criteria, such as Client Name, Client Medicaid ID, Employee Name.

Note: Any of the other specified Search fields can be added to limit the results.

The screenshot shows the 'Visit Review' form in the AHCCCS EVV system. The form includes several input fields: 'Provider Medicaid ID' (dropdown menu), 'Client Name' (text input), 'Client Medicaid ID' (text input), 'Employee Name' (text input), and 'Employee SSN' (text input). There are also date range pickers for 'Date Range' and 'Visit Status'. A red box highlights the '+ Show Advanced Filter Options' button located on the right side of the form.

Payer Selection

The payer selection will default to **All**, allowing providers to view visit data for all associated payers without making a selection.

If a provider needs to view visit data for a specific payer, the **Payer** drop-down menu displays all payers associated with the provider. The provider may select the desired payer from the list to filter the results.

This screenshot shows the search filters section of the 'Visit Review' form. It includes dropdown menus for 'Payer', 'Service', 'Call Type', and 'Group Visit Code', along with text input fields for 'Visit Key'. The 'Payer' dropdown menu is highlighted with a red box.

The **Show Advance Filter Options** allows user to search on additional fields: Payer, Service, Call Type, Visit Key and Group Visit Code.

This screenshot shows the 'Visit Review' form with the advanced filter options expanded. It includes additional dropdown menus for 'Payer', 'Service', 'Call Type', and 'Group Visit Code'. A red box highlights the '- Hide Advanced Filter Options' button located at the bottom right of the form.

The **Show Display Options** feature allows user to customize the results view by selecting or removing columns. While there are preset column options, users can tailor the list to display only the columns relevant to their search criteria.

Choose Columns

[Select All](#)

- | | | |
|--|--|--|
| <input checked="" type="checkbox"/> Adjusted Hours | <input checked="" type="checkbox"/> Do Not Bill | <input checked="" type="checkbox"/> Service |
| <input checked="" type="checkbox"/> Adjusted In | <input type="checkbox"/> Employee Contact Phone Number | <input checked="" type="checkbox"/> Units |
| <input checked="" type="checkbox"/> Adjusted Out | <input type="checkbox"/> Employee ID | <input checked="" type="checkbox"/> Visit Date |
| <input checked="" type="checkbox"/> Bill Hours | <input checked="" type="checkbox"/> Employee Name | <input type="checkbox"/> Visit Key |
| <input checked="" type="checkbox"/> Call Hours | <input type="checkbox"/> Group Visit Code | <input checked="" type="checkbox"/> Visit Status |
| <input checked="" type="checkbox"/> Call In | <input type="checkbox"/> In/OutCall Location | |
| <input checked="" type="checkbox"/> Call Out | <input type="checkbox"/> Memo | |
| <input type="checkbox"/> Claims Verification Status | <input type="checkbox"/> Pay Hours | |
| <input checked="" type="checkbox"/> Client Medicaid ID | <input type="checkbox"/> Payer | |
| <input checked="" type="checkbox"/> Client Name | <input checked="" type="checkbox"/> Scheduled Hours | |
| <input type="checkbox"/> Client Primary Phone Number | <input checked="" type="checkbox"/> Scheduled Time In | |
| <input type="checkbox"/> Client Verified | <input checked="" type="checkbox"/> Scheduled Time Out | |

3.1. Visit Review Screen Filters

The **Search and Filter** section allows users to narrow down visit records based on specific criteria. Fields marked with an asterisk (*) are mandatory. User must enter Date Range with one other qualifying filter Provider Medicaid ID, Employee SSN, Client Medicaid ID, or Employee Name.

Below is a description of each available filter:

- **Provider Medicaid ID:** Provider Medicaid ID for the provider associated with login email will default.
- **Client Name:** Enter the client's full or partial name as *last name, first name*.
- **Client Medicaid ID:** Clients Medicaid identification number.
- **Employee Name:** Enter the employee full or partial name as *last name, first name*.
- **Employee SSN:** Employee's Social Security Number. *Must enter 9 digits.*
- **Date Range*:** Define the start and end dates for the visit search. *This field is required.*
- **Payer:** Payer associated with visit.
- **Service:** Service type provided i.e., T2017, G0151, S9124.
- **Visit Status:** Filter visits by their current status of Scheduled, In Process, In Complete, Verified, Processed and Omit.
- **Call Type:** Type of call, i.e., Manual, Mobile, Telephony.
- **Filter Visits by Exception:** filter by all visits, all exceptions, or specific exceptions type. If user selects exception types, filter will populate for user to select a specific exception type to filter for.
- **Visit Key:** Unique number for direct access to a particular visit record.
- **Group Visit Code:** Unique six-digit code associated with Group Visit functionality and allows users to search for all visits that are part of the same group.

At the bottom of the Visit Review Screen filters:

- **Search:** Applies the selected filters and displays the matching visit records.
- **Clear:** Resets all fields to their default values.
- **Show/Hide Advanced Filter Options:** Expands or collapses advanced filtering fields to simplify the search view.

3.2. Visit Details Screen

To view the **Visit Details**, user will select the relevant row from the results list corresponding to the visit they intend to review.

Double clicking row from results list will bring user to **Visit Details/Visit Detail Tabs**.

The Visit Detail Tabs allow users to view specific information related to a visit. This includes general details, client, employee, call log, tasks, exceptions, memo, claims, and history.

The **General** tab displays an overview of the visit’s key information. This includes the scheduled and actual start and end times, adjusted times, visit status, time zone, call and bill hours, and units. It also provides client verification details, such as whether the service was verified and if a client signature was captured. Additional fields include payer, service, agency ID and name, group visit code and visit source. This tab helps users quickly review the core details of a visit.

VISIT DETAILS			
VISIT KEY #	VISIT START DATE 09/04/2025		
CLIENT NAME	CLIENT MEDICAID ID #	EMPLOYEE NAME	EMPLOYEE ID #
GENERAL	SCHEDULED START TIME 09/04/2025 1:15 PM	SCHEDULED END TIME 09/04/2025 1:18 PM	
CLIENT	FROM DATE 09/04/2025	TO DATE 09/04/2025	VISIT STATUS Incomplete
EMPLOYEE	CALL IN 1:15 PM	CALL OUT 1:18 PM	VISIT TIME ZONE US/Central
CALL LOG	ADJUSTED IN DATE 09/04/2025	ADJUSTED OUT DATE 09/04/2025	CALL HOURS 00:03
TASKS	ADJUSTED IN TIME 1:15 PM	ADJUSTED OUT TIME 1:18 PM	UNITS 0
EXCEPTIONS	AGENCY ID	AGENCY NAME J	
MEMO	PAYER	SERVICE	GROUP VISIT CODE
CLAIMS	CLIENT VERIFIED TIME Yes	CLIENT VERIFIED SERVICE Yes	CLIENT SIGNATURE Yes
HISTORY	VISIT SOURCE	SCHEDULE ID	EXTERNAL ID
			DO NOT BILL <input type="checkbox"/>

The **Client** tab provides key client information, including coordinator, gender, language preference, address, and phone details. It also lists emergency contact information such as name, relationship, and email.

VISIT DETAILS

VISIT KEY # _____ VISIT START DATE 09-04-2025

CLIENT NAME _____ CLIENT MEDICAID ID # _____ EMPLOYEE NAME _____ EMPLOYEE ID # _____

GENERAL

CLIENT

COORDINATOR _____ GENDER _____ LANGUAGE PREFERENCES SPANISH

ADDRESS TYPE Home ADDRESS LINE 1 _____ ADDRESS LINE 2 _____

CITY _____ COUNTY _____ STATE AZ

ZIP CODE _____ PHONE TYPE _____ PHONE NUMBER _____

EMERGENCY CONTACT

EMERGENCY CONTACT _____ RELATIONSHIP TO CLIENT _____

EMAIL ADDRESS _____

The **Employee tab** displays key employee details related to the visit, including the employee’s email address, hire date, and end date.

GENERAL

EMAIL ADDRESS _____

CLIENT

EMPLOYEE

EMPLOYEE HIRE DATE 08/20/2025 EMPLOYEE END DATE _____

CALL LOG

TASKS

EXCEPTIONS

MEMO

CLAIMS

HISTORY

The **Call Log** tab records call date, time, type, service, user, call source, and location information (latitude and longitude).

GENERAL

CLIENT

EMPLOYEE

CALL LOG

TASKS

EXCEPTIONS

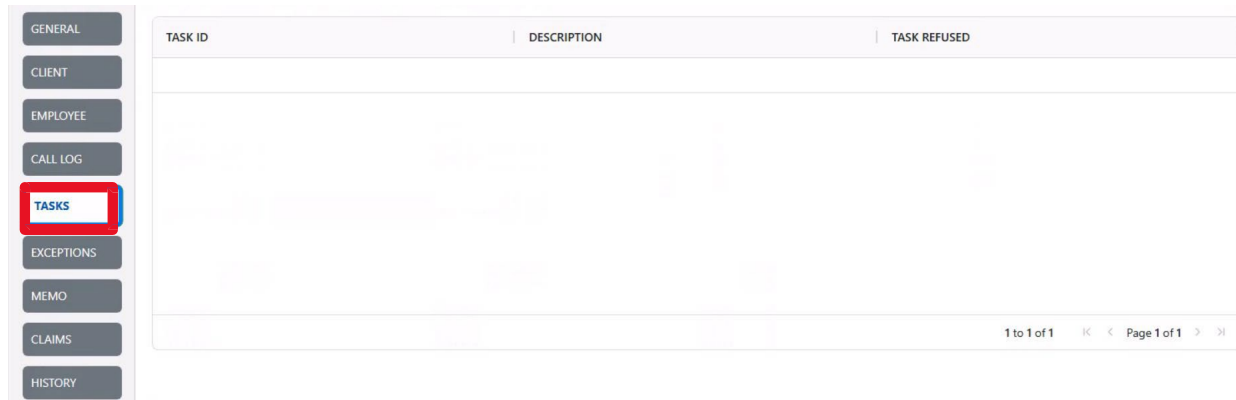
MEMO

CLAIMS

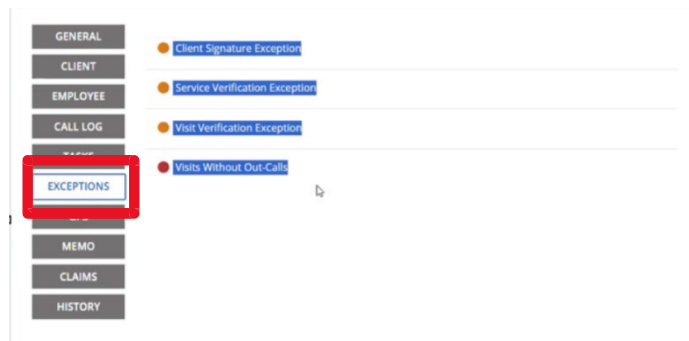
HISTORY

CALL IN				Client Medicaid ID#
CALL DATE	CALL TIME	CALL TYPE		SERVICE
USER	LATITUDE	LONGITUDE		LOCATION
CALL SOURCE				
CALL OUT				Client Medicaid ID#
CALL DATE	CALL TIME	CALL TYPE		SERVICE
USER	LATITUDE	LONGITUDE		LOCATION
CALL SOURCE				

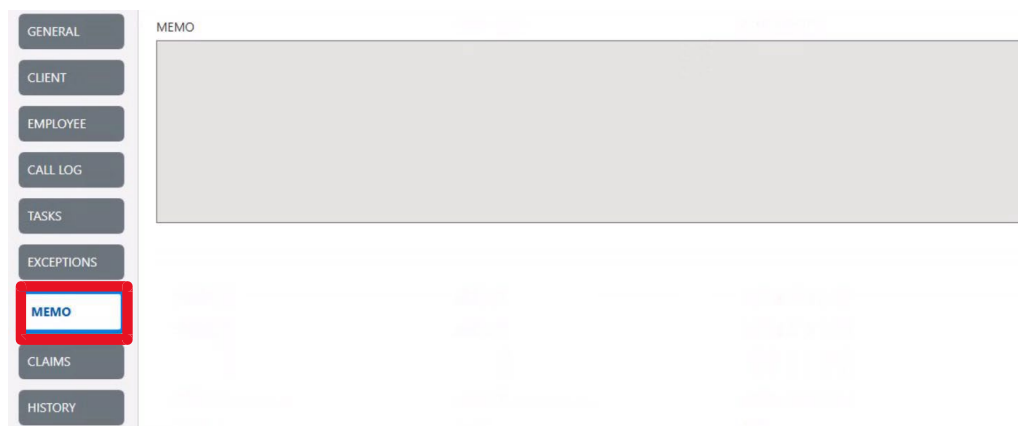
The **Tasks** tab records the Task ID, Description, and whether the task was refused.



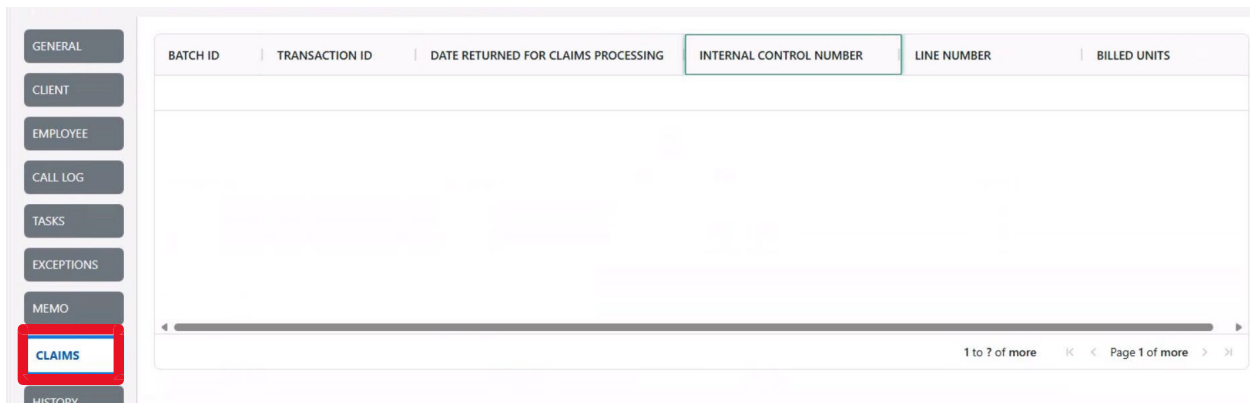
The **Exceptions** tab shows exceptions that prevent a visit from being billable or ready for claims validation or will have 'no exceptions found'.



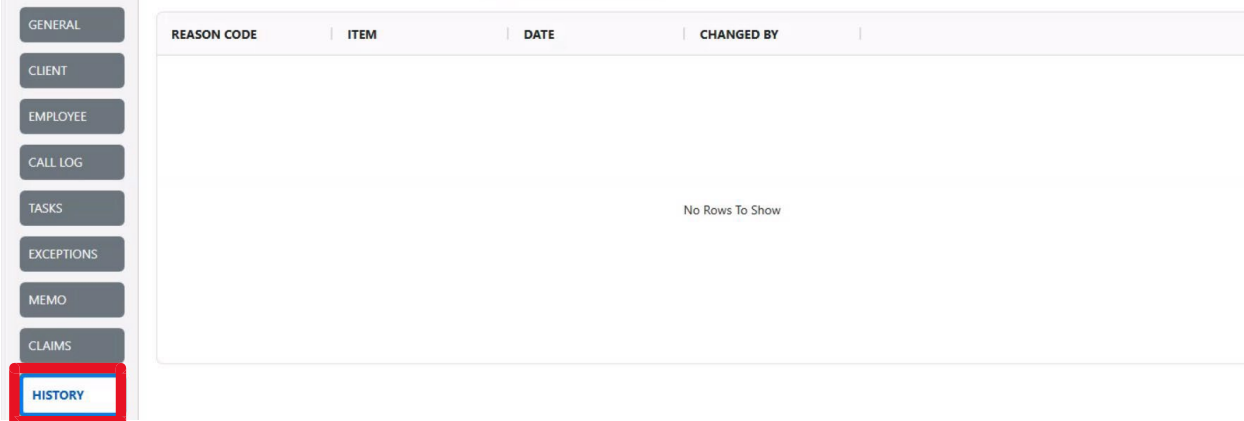
The **Memo** tab displays memos for a visit.



The **Claims** tab shows when a visit is returned to the claims adjudication system, the data is logged and displayed on this screen for reference.



The **History** tab displays all manual changes made to the visit along with the reason code, date, and user that made change.




4. Aggregator Reports

The Aggregator offers a variety of different reports that allow users to review detailed information about clients, employees and visits with **up to one year of data when applicable**. The following section lists the reports available to Providers, along with a brief description of each report and the filters that can be applied. To access Aggregator Reports, users will select Aggregator Reports tab in the ServiceNow User Interface EVV screen.



 Visit Review

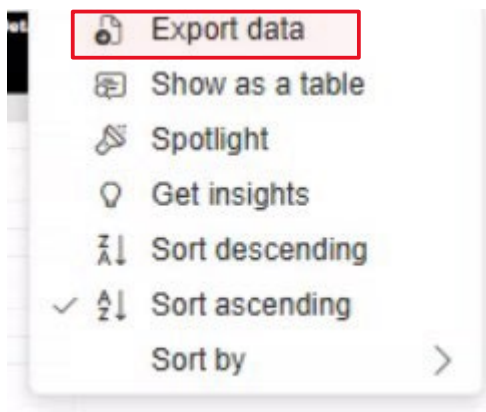
 Aggregator Reports

Basic Functionality in all aggregator reports:

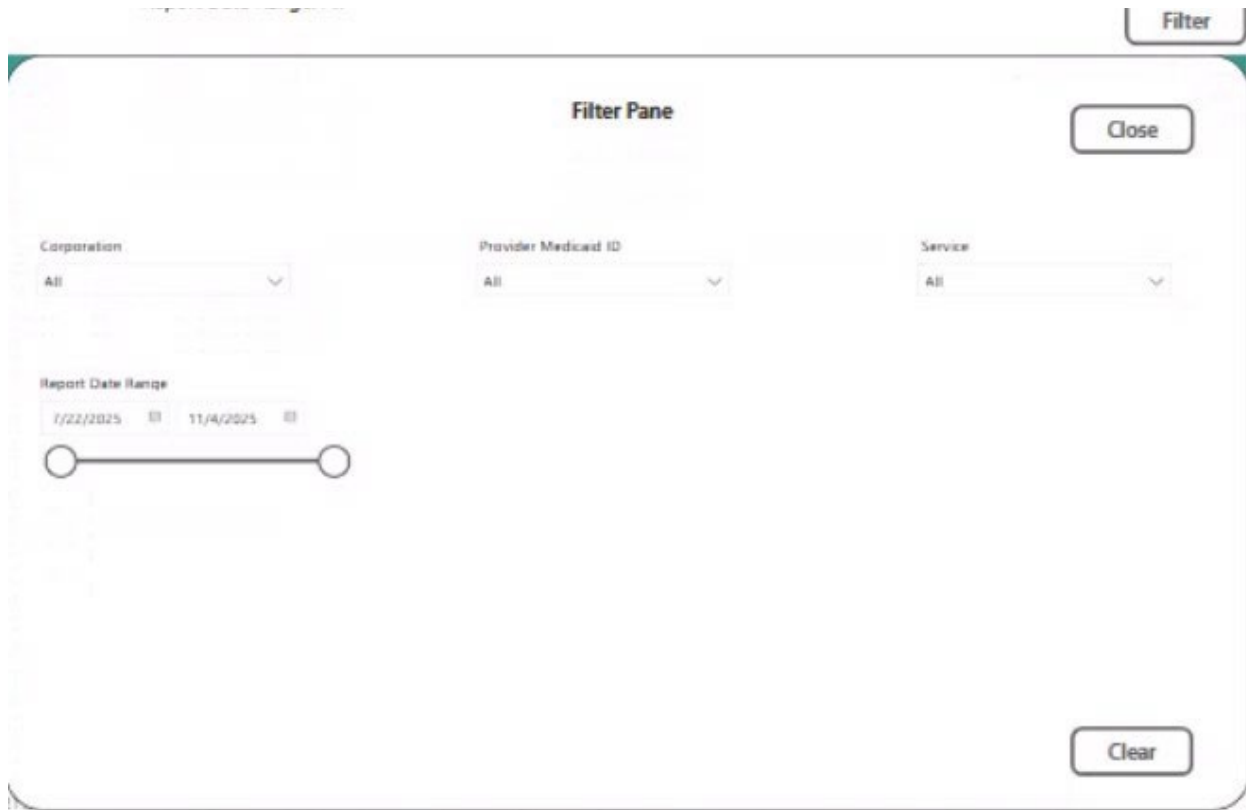
Export report: to export a report, user must select a row in the report to see the three dots at the top right of the report.



User will then select the three dots and export report.

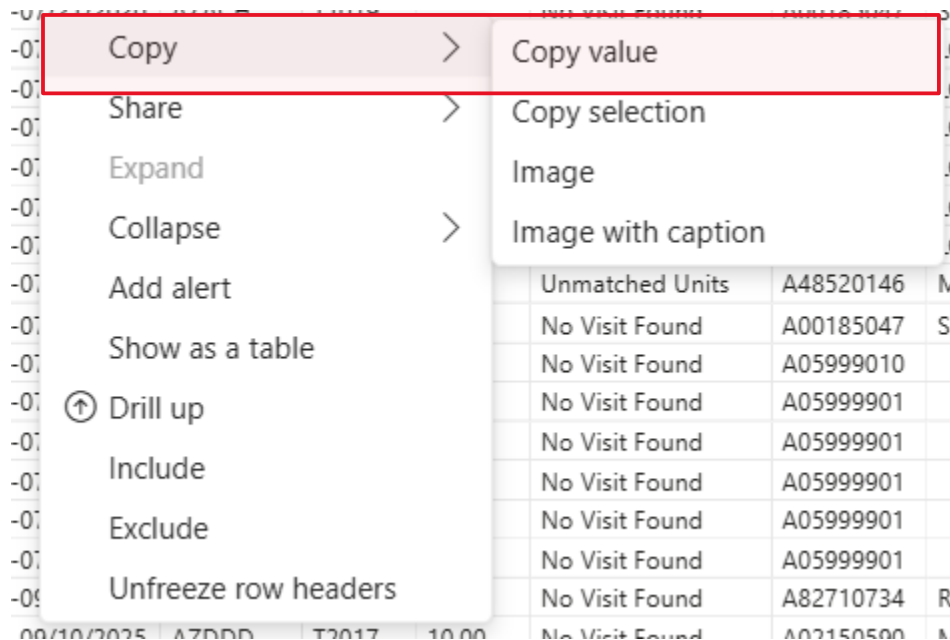


Each report has a filter pane that allows users to drill down into the information that matters most to them. This functionality not only saves time but also enables more accurate and targeted analysis.



Note: each report will have different filter options in the filter pane.

Copy and paste: to copy and paste from the report user will right click on a column and select 'copy value'.



4.1. Claims Validation Rejection

This report lists all claim validation requests that did not pass the validation process. Users may perform a search using filters, to refine results and retrieve the required data. **Note: No data is available to report for dates prior to 10/01/2025.**

Available Parameters to filter:

- Report Date Range
- Corporation
- Provider Medicaid ID
- Service

4.2. Visit Claims Verification Status

This report lists all visits within the selected date range and shows the most recent date and time each visit was matched and returned. All visits included in this report will display a status of *Processed*. Users may perform a search using filters, to refine results and retrieve the required data.

Available Parameters to filter:

- Visit Date Range
- Visit Start Time
- Corporation
- Provider Medicaid ID
- Client Name
- Client Medicaid ID
- Service

4.3. Client Listing

This report lists all the clients from the Aggregator system with the associated information. Users may perform a search using filters, to refine results and retrieve the required data.

Available Parameters to filter:

- Provider Medicaid ID
- Corporation
- Client Name
- Client Medicaid ID

4.4. Employee Listing

This report shows all employees by Provider Medicaid ID. Users may perform a search using filters, to refine results and retrieve the required data.

Available Parameters to filter:

- Provider Medicaid ID
- Corporation
- Employee Name

4.5. Call Summary

This report shows all calls in the Aggregator system. Users may perform a search using filters, to refine results and retrieve the required data.

Available Parameters to filter:

- Visit Date Range
- Corporation
- Visit Start Time
- Provider Medicaid ID
- Client Name
- Client Medicaid ID
- Service
- Employee Name

4.6. Provider Listing

This report shows basic provider information.

Available Parameters to filter:

- Provider Medicaid ID
- Corporation

4.7. Visit Listing

This report lists all visits for a selected time span across all agencies. Users may perform a search using filters, to refine results and retrieve the required data.

Available Parameters to filter:

- Visit Date Range
- Visit Start Time
- Corporation
- Provider Medicaid ID

4.8. Visit Verification

This report shows information about specific visits. Users may perform a search using filters, to refine results and retrieve the required data.

Available Parameters to filter:

- Visit Date Range
- Visit Start Time
- Corporation
- Provider Medicaid ID
- Client Name
- Client Medicaid ID
- Service
- Employee Name

4.9. Visit Verification Details

This report displays information about how the visits are verified either manually or automatically for the verified visits from the Aggregator system for the given set of parameters. Users may perform a search using filters, to refine results and retrieve the required data.

Available Parameters to filter:

- Visit Date Range
- Visit Start Time
- Corporation
- Provider Medicaid ID
- Service

4.10. Visit Verification Summary

This report displays visit verification statistics. The report allows the users to compare the number of automatically verified visits versus manually confirmed visits across providers. The report also displays a visit count for all pending verifications as well as scheduled visits. Users may perform a search using filters, to refine results and retrieve the required data. Users will see the report is color coded green and blue, this is applied to clearly differentiate each category section and improve readability.

Available Parameters to filter:

- Visit Date Range
- Visit Start Time
- Corporation
- Provider Medicaid ID

4.11. Client Visit Summary

This report shows all visits for a client. Users may perform a search using filters, to refine results and retrieve the required data.

Available Parameters to filter:

- Visit Date Range
- Corporation
- Provider Medicaid ID
- Client Name
- Client Medicaid ID
- Service
- Employee Name

4.12. Detail Visit Status

This report shows visit details for a client. Users may perform a search using filters, to refine results and retrieve the required data.

Available Parameters to filter:

- Visit Date Range
- Visit Start Time
- Corporation

- Provider Medicaid ID
- Visit Status

4.13. Summary Visit Status

This report is a summary of the status of all visits for a selected date range.

Available Parameters to filter:

- Corporation
- Visit Date Range
- Provider Medicaid ID

4.14. Visit Log

This report shows all visits associated with each client within the given date range. Users may perform a search using filters, to refine results and retrieve the required data.

Available Parameters to filter:

- Visit Date Range
- Visit Start Time
- Corporation
- Provider Medicaid ID
- Client Name
- Client Medicaid ID
- Service
- Employee Name

4.15. Visit Verification Activity Summary

This report shows a list of modifications for each visit. Only the modified visits are included in this report. Users may perform a search using filters, to refine results and retrieve the required data.

Available Parameters to filter:

- Visit Date Range
- Visit Start Time
- Provider Medicaid ID
- Corporation

- Client Name
- Client Medicaid ID
- Service
- Employee Name

4.16. Visit Verification Exception

This report details the various exceptions found in visit verification and lists visits by each exception type. Users may perform a search using filters, to refine results and retrieve the required data. Users may perform a search using filters, to refine results and retrieve the required data.

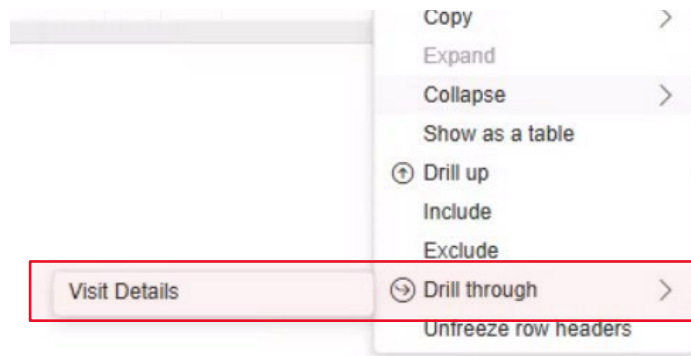
Available Parameters to filter:

- Visit Date Range
- Visit Start Time
- Provider Medicaid ID
- Corporation
- Client Name
- Client Medicaid ID
- Service
- Employee Name

4.17. Daily Visits Over X Hours With Live In Caregiver Relationship

This report contains summarized information about the daily visits over requested hours along with the live-in caregiver relationship information. The visits are summarized by Provider Medicaid ID, Employee SSN, Client Medicaid ID and the service. Drilling down on a row will display the visit details. Users may perform a search using filters, to refine results and retrieve the required data.

To drill down into this report, right-click the desired row and select **Drill Through**, then **Visit Details**. The Visit Details page will display information for the selected row.



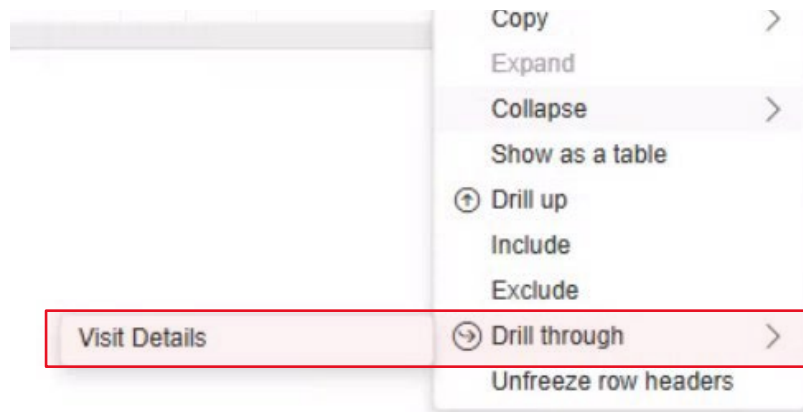
Available Parameters to filter:

- Visit Start Date
- Provider Medicaid ID
- Corporation
- Client Medicaid ID
- Employee Name
- Service
- Hours

4.18. Weekly Visits Over XX Hours with Live-in Caregiver Relationship

This report contains summarized information about the weekly visits over requested hours, along with the live-in caregiver relationship information. The visits are summarized by Provider Medicaid ID, Employee SSN, Client Medicaid ID and the service. Drilling down on Total Visits column will display the visit details. Users may perform a search using filters, to refine results and retrieve the required data.

To drill down into this report, right-click the desired row and select **Drill Through**, then **Visit Details**. The Visit Details page will display information for the selected row.



Available Parameters to filter:

- Visit Start Date
- Provider Medicaid ID
- Client Medicaid ID
- Corporation
- Employee Name
- Service
- Hours

4.19. Live In Caregiver

This Report is used to document and track all active live-in caregiver arrangements for clients, including payer and vendor information, provider and client identifiers, caregiver details, and the procedure codes being billed. It shows whether the client is a minor, the employee's unique identifier and name, and the specific live-in service designation to ensure compliance with payer and regulatory requirements. The report also includes cross-reference start and end dates and the caregiver's relationship to the client so that agencies can verify eligibility, monitor service periods, and maintain accurate records.

Available Parameters to filter:

- Payer ID
- Provider ID
- Client ID
- Live-In
- Is_Minor
- Relationship

- Procedure Code

5. Helpdesk Ticket

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 at 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](#).