

Subject: EVV AHCCCS Aggregator – Provider Communication – Updates to the User Interface – Payer Selection [November 25, 2025]



This communication is directed to Provider Agencies

On 11/21/25, AHCCCS implemented an update to the aggregator to support enhanced security. **This changes a provider's ability to view visits in the Aggregator when the provider contracts with multiple Payers. There is no change for providers who only contract with one payer.** AHCCCS will be updating the user manual with this information.

When a provider is searching for visits for a specific member, the provider is now required to **select the respective Payer (member's health plan) from the Payer dropdown** to view the visit data.

The following is the new default display you will see in the aggregator.

A screenshot of the "Visit Review" form in the AHCCCS E.V.V. aggregator. The form has a purple header bar with the title "Visit Review" and a three-dot menu icon. Below the header, there is a section for search criteria. It includes a note "* indicates mandatory fields". The criteria are organized into two rows. The first row contains: "Provider Medicaid ID" (a dropdown menu with "All" selected), "Client Name" (a text input field with a help icon), "Client Medicaid ID" (a text input field with a placeholder "Enter Client Medicaid ID #"), "Employee Name" (a text input field with a help icon), and "Employee SSN" (a text input field with a placeholder "Enter Employee SSN"). The second row contains: "* Date Range:" (two date input fields with a calendar icon, separated by "To"), "Visit Status" (a dropdown menu with "All" selected), "Filter Visits By Exception" (a dropdown menu with "All Visits" selected), and a button labeled "+ Show Advanced Filter Options". At the bottom of the form are two buttons: "SEARCH" and "CLEAR". A red arrow points from the bottom right towards the "+ Show Advanced Filter Options" button.

Click on 'Show Advanced Filter Options' to add the required Payer option to the search criteria.

Visit Review

* indicates mandatory fields

Provider Medicaid ID

All

Client Name

Enter Client Name

Client Medicaid ID

Enter Client Medicaid ID #

Employee Name

Enter Employee Name

Employee SSN

Enter Employee SSN

* Date Range:

mm/dd/yyyy

To

mm/dd/yyyy

Visit Status

All

Filter Visits By Exception

All Visits

- Hide Advanced Filter Options

Payer

AHCCCS

Service

All

Call Type

All

Visit Key

Enter Visit Key

Group Visit Code

Enter Visit Code

SEARCH

CLEAR

Select the respective Payer from the Payer dropdown to get the visit records.

If multiple Payers exist, then the first payer in the alphabetical order is defaulted and search results for that payer will be displayed.

The following reports are now available in the aggregator for use. Reference the [aggregator provider user manual](#) for more information. The following reports are now available in the aggregator as of 11/20:

- Daily Visits Over X Hours with Live In Caregiver Relationship
- Weekly Visits Over XX Hours with Live In Caregiver Relationship - Previous Week
- Visit Listing
- Visit Verification
- Visit Verification Summary
- Visit Verification Activity Summary
- Detail Visit Status
- Visit Log
- Provider Listing
- Client Listing
- Employee Listing
- Claims Validation Rejection
- Visit Claims Verification Status
- Call Summary
- Client Visit Summary
- Visit Verification Exception
- Visit Verification Summary

Unverified Visits

You need to check to see if you have any visits, prior to 10/01, that are not in a verified/processed state. Visits in an approved/incomplete status, are not payable. In order to get paid for those visits, these visits will need to be addressed.

- If you **didn't** switch EVV vendors, you just need to address visits the way you always have to get them to a verified state.
- If you **did** 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 state. When entering in a manual visit, you need to follow the documentation standards in the Visit Maintenance and Documentation [FAQ](#). Please follow up with your EVV vendors to learn about how to enter a manual visit.

You can use the “Visit Listing” Aggregator report to identify visits that are not in a verified state (visits in approved or incomplete status). Details on the reports can be found in the EVV Aggregator Provider [User Manual](#).

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.**
 - 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.

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