

AHCCCS Provider Enrollment Portal Incident

AHCCCS is currently experiencing a system issue affecting the AHCCCS Provider Enrollment Portal (APEP). Users may be unable to progress beyond certain application steps or may receive a **504 Gateway Timeout** error when attempting to complete a provider enrollment application.

AHCCCS is actively investigating and working to resolve the issue as quickly as possible. To help us focus on resolving the problem, we ask that users **do not contact AHCCCS to report this issue at this time**, as we are already aware of and addressing it.

We apologize for the inconvenience and will provide an update as soon as the issue has been resolved.

Questions?

For questions unrelated to this APEP incident, you can contact us the following ways:

- Chat with us at, <https://chat.azahcccs.gov>
 - Live chat is available Monday through Friday from 8 AM to 5 PM
- Submit an inquiry through the [AHCCCS Solutions Center](#)
- Call us at (602) 417-7670.
 - The call center is available Monday through Friday from 8 AM to 5 PM