

Changes in APEP and to the PPAs Scheduled March 29, 2026 (7 Day Reminder)

Who Is Impacted?

All providers or individuals who submit, update, or manage enrollment applications in the AHCCCS Provider Enrollment Portal (APEP).

What Is Changing?

APEP Changes:

Starting March 29, 2026, AHCCCS will update contact and communication questions in the Provider Enrollment Portal (APEP) to help ensure enrollment notices reach the correct people.

Key changes include:

- A new Correspondence Contact Information step will replace the former “Correspondence Address” step
- Providers may be required to enter contact information for one or more of the following roles:
 - Provider / Key Individual
 - Biller
 - Credentialist
- Only one person can be listed as a Provider / Key Individual contact
- Multiple Billers and Credentialists may be added when applicable
- Communication preferences will be updated to include:
 - Email only
 - Email and U.S. Mail
- All correspondence will be sent by email by default, with the option to also receive mail.

Contact requirements are dynamic and based on how the provider answers questions on the Basic Information page

- These changes apply to both Enrollment and Manage sides of APEP

PPA Changes:

AHCCCS is notifying providers of upcoming updates to the **Provider Participation Agreement (PPA)** that will take effect on **March 29, 2026**.

An addition was made to include: “The Provider shall not communicate with AHCCCS through the use of any telephone call, voice message, text message, electronic message, or other communication initiated or transmitted using artificial intelligence or other automated technology, including but not limited to, robocalls or bot-initiated communications”.

Action Required

APEP Changes:

No action is needed for the changes to APEP at this time. Existing AHCCCS providers will need to update the information on the next modification or revalidation application. However, any other changes should be reported to AHCCCS in a timely manner.

PPA Changes:

Providers do not need to sign a new Provider Participation Agreement at this time. However, a new agreement is required with any modification or revalidation application as well as new applications. Providers are subject to the new terms of the agreement posted to <https://azahcccs.gov/APEP> 30 days after the agreement is published.

Questions?

You can contact us the following ways:

- Chat with us at <https://chat.azahcccs.gov/?id=2>
 - Live chat is available Monday through Friday from 8 AM to 5 PM
- Call us at (602) 417-7670.
 - The call center is available Monday through Friday from 8 AM to 5 PM
- Email us at APEPTrainingQuestions@azahcccs.gov