



Domain Access in APEP

The person who clicks the "Submit Application" becomes the Domain Administrator for that provider. As a Domain Administrator, you will need to ensure the provider's information is kept up to date, be able to receive important communications from AHCCCS, and will be able to add additional Domain Administrators. **The Domain Administrator can add additional Domain Administrators any time after the Provider Enrollment Application is approved.** It is highly recommended that the registered provider is also a Domain Administrator. This will allow the registered provider to grant access to any additional organization or for credentialing as needed.

ADDING A NEW DOMAIN ADMINISTRATOR

To add an additional Domain Administrator, the person being added must have their own user account in APEP. When creating the account in APEP, users must agree to the APEP User Acceptance Agreement. Each user must have their own Login ID and password. To learn more about creating a new account in APEP, watch the APEP New User Registration video or [follow the instructions at the bottom of this document.](#)

[APEP New User Registration](#)

Once the new user account is created, the Domain Administrator can add the new user as an additional Domain Administrator. To learn more about adding or removing a Domain Administrator, watch the Manage Domain Access in APEP video or [follow the instructions at the bottom of this document.](#)

[Managing Domain Access in APEP](#)

HOW TO REQUEST DOMAIN TRANSFERS

To resolve a domain transfer issue, the provider is responsible for working with their previous employer or Credentialing Specialist to have their APEP profile released.

In the rare instance when a provider has made a good faith attempt to contact the previous employer but has been unsuccessful, AHCCCS will assist with the domain transfer process in one of two ways:

1. The **Provider Services Call Center** will, upon request, provide the name and email address of the current domain owner so the provider can resolve the issue with the current domain holder,

OR

2. **Provider Enrollment** will complete the domain transfer via a ticket. The Provider Services Call Center *cannot* complete Domain Transfers. *Calling the Provider Services Call Center will not expedite a response.*

Submit a ticket by email to APEPTrainingQuestions@azahcccs.gov with the subject "Domain Transfer." **Include a letter signed by the individual provider** requesting the domain transfer. The letter must contain the following information:

- a. Provider's Name,
- b. Provider's AHCCCS ID,

- c. Provider's NPI,
- d. Provider's Last 4 of SSN,
- e. Provider's DOB,
- f. Name of the current domain holder
- g. APEP username of the person who needs domain access
- h. Explanation what has been done to work with the current domain owner to resolve the situation, and
- i. Copy of the provider's driver's license or official state ID.

AHCCCS will prioritize tickets that have a subject line of "Domain Transfer", with a goal of responding within 10 days. If you do not include *all* the information listed above, the ticket will be closed, and you will need to submit a new, complete ticket.

DOMAIN TRANSFERS WITHIN THE SAME ORGANIZATION

When a person holding domain access for providers leaves an organization, that organization may request domain access to be transferred to another person who has that organization's email address (such as @companyname.com).

For example:

Holly@company1.com was the domain holder for 5 of their providers. Holly called in to quit effective immediately. Holly hadn't set up secondary domain holders; she was the single holder. Company1 would submit an email requesting the domains be moved from Holly@company1.com to Billy@company1.com.

When this scenario occurs, submit a ticket by email to APEPTrainingQuestions@azahcccs.gov with the subject "Domain Transfer." Include a letter explaining the following:

- The email address of the prior employee with domain access and explanation that they have left the organization.
- The email address and APEP user ID of the person(s) who need domain access. AND
- The names and AHCCCS IDs of any known providers with that organization who need domain transfers.

INSTRUCTIONS FOR CREATING A NEW ACCOUNT IN APEP

1. Go to the AHCCCS website, view Plans/Providers, and select AHCCCS Provider Enrollment Portal (APEP).



2. Scroll down to the “Applying To Be an AHCCCS Provider” section and click the User Registration button.

Applying To Be an AHCCCS Provider

Providers new to APEP:

[User Registration](#)

Existing APEP users:

[Existing Users](#)

3. On the Account Creation page for APEP, enter your first and last name, email address, and create a User ID. Then, read through the terms of use and check the box indicating that you agree to the terms. Click the Submit button.

Welcome!

To get started, complete the following fields to create an Arizona AHCCCS account.

* First Name

* Last Name

* Email

* User ID

Terms of Use

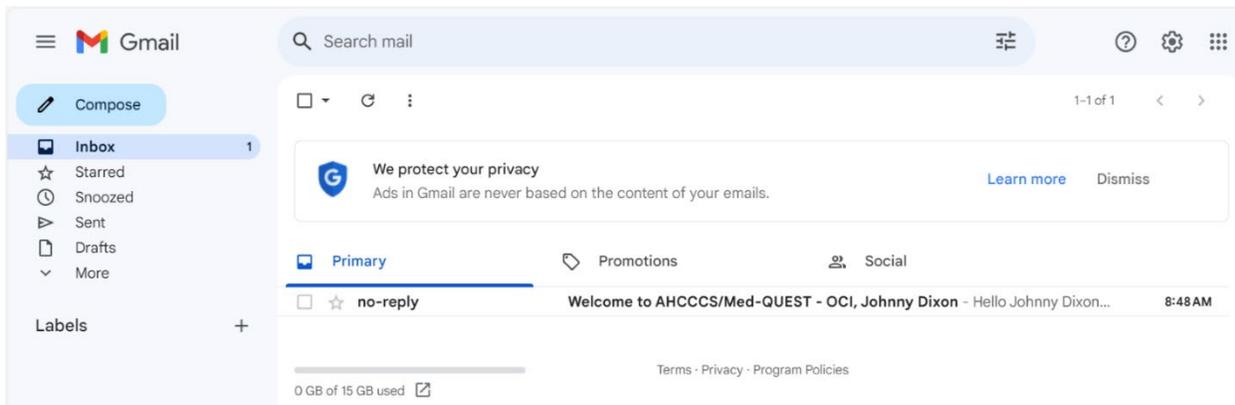
The Arizona AHCCCS computer information system(s) are the property of the State of Arizona and subject to state and federal laws, rules, and regulations. These systems are intended for use only by authorized persons and only for official state

I agree with the Terms of Use



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- Once the account is created, it must be verified. Go to your email and open the email from AHCCCS/Med-Quest.

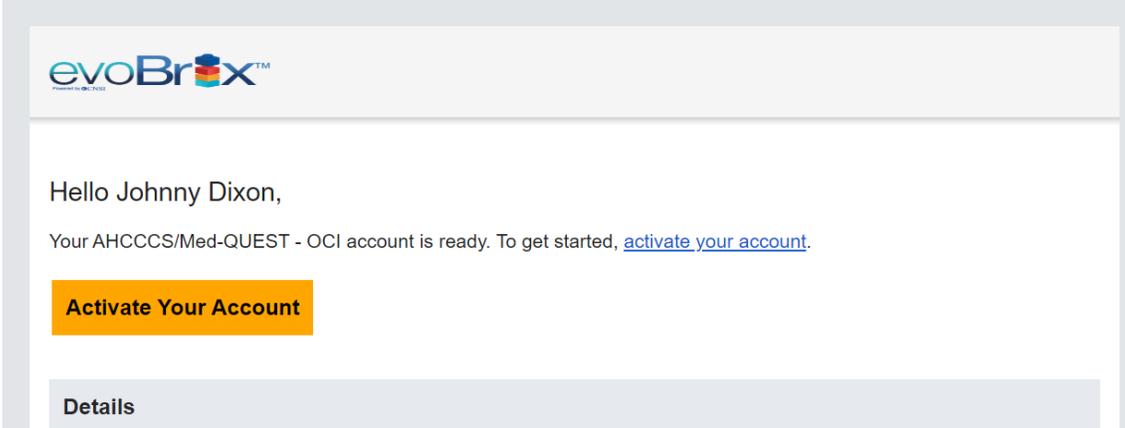


5. Activate your account by clicking on the “Activate Your Account” button in the email.

← [Icons] 1 of 1 < >

Welcome to AHCCCS/Med-QUEST - OCI, Johnny Dixon Inbox x  

 **no-reply@acentra.com** via oracle.com 8:48 AM (6 minutes ago) ☆ 😊 ↶ ⋮
to me ▾



evoBrix™
POWERED BY ORACLE

Hello Johnny Dixon,

Your AHCCCS/Med-QUEST - OCI account is ready. To get started, [activate your account](#).

Activate Your Account

Details

6. Create a password and confirm the new password.



AHCCCS/Med-QUEST - OCI

Dixonrings

Reset your password

Set a password for your user account.

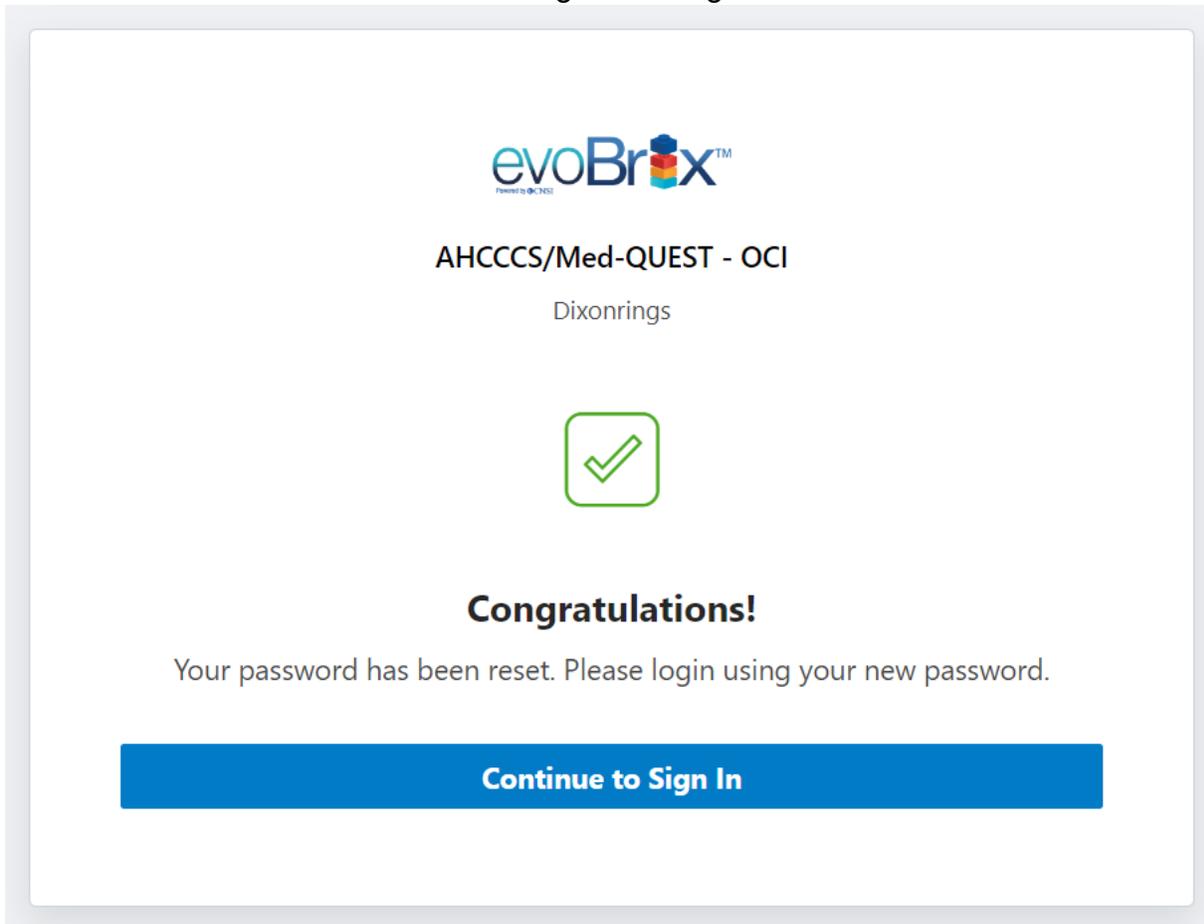
New Password

- The password must have at least 12 characters.
- The password cannot exceed 40 characters.
- The password cannot contain the First Name of the user.
- The password cannot contain the Last Name of the user.
- The password cannot contain the user name.
- The password must have at least 1 lowercase characters.
- The password must have at least 1 uppercase characters.
- The password must have at least 1 numeric characters.

Confirm New Password

Reset Password

7. Click the button labeled “Continue to Sign In” to log into APEP .



The screenshot shows a confirmation screen for a password reset. At the top center is the evoBrix logo, which includes the text "evoBrix™" and "Powered by Q&A". Below the logo, the text "AHCCCS/Med-QUEST - OCI" and "Dixonrings" is displayed. In the center is a green square icon containing a white checkmark. Below the icon, the word "Congratulations!" is written in bold. Underneath that, a message reads: "Your password has been reset. Please login using your new password." At the bottom of the screen is a prominent blue button with the white text "Continue to Sign In".

8. Enter the username and password, then click the Sign In button.

evoBrix™
Powered by OCI

AHCCCS/Med-QUEST - OCI
Oracle Cloud Account Sign In

User Name
Dixonrings

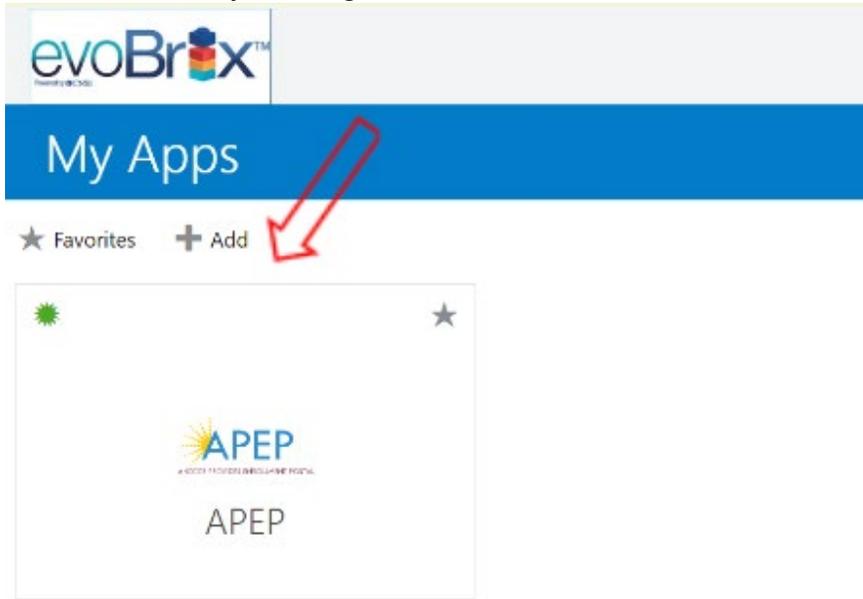
Password
.....

Sign In

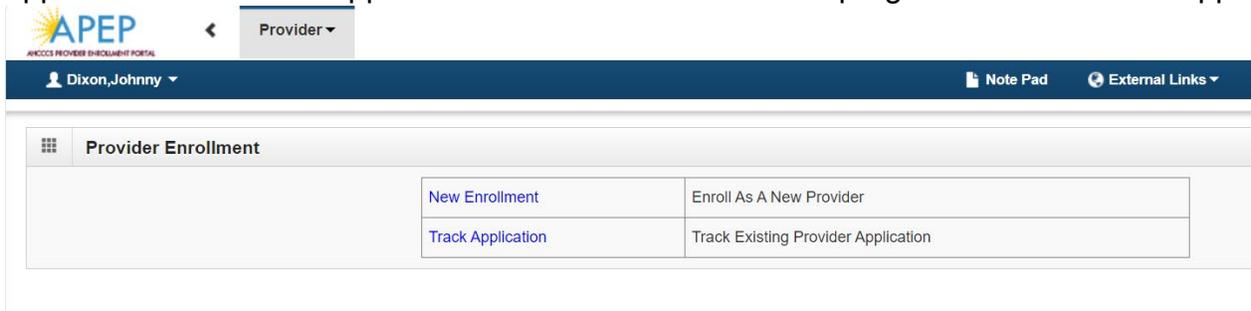
[Need help signing in? Click here](#)

[Cookie Preferences](#)

9. Launch APEP by clicking on the tile.

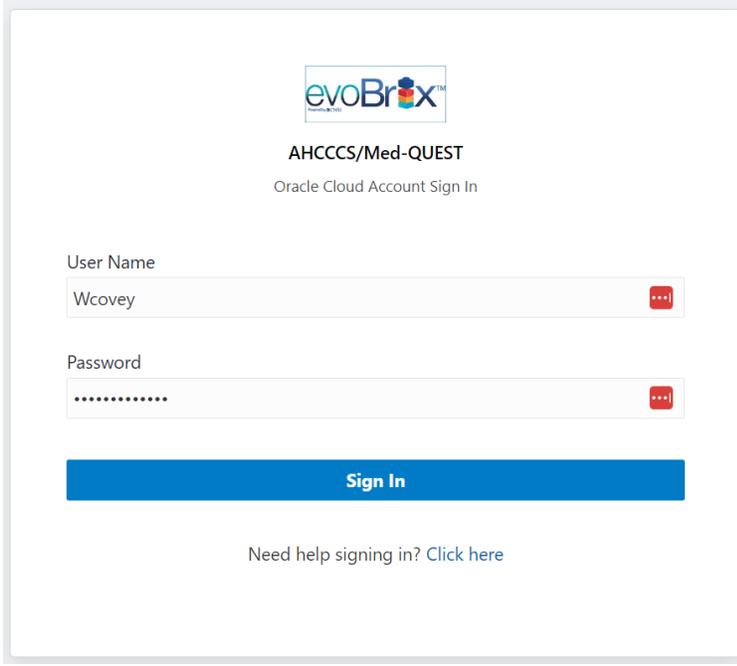


10. You can now start using APEP. The New Enrollment link allows you to create a provider application. The Track Application link is used to check the progress of a submitted application.



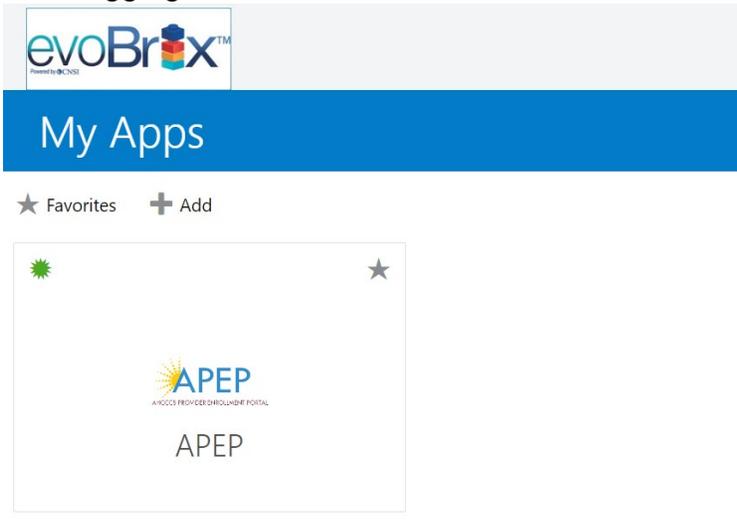
WRITTEN INSTRUCTIONS FOR ADDING A DOMAIN ADMINISTRATOR

1. Once a new user is registered, the current domain administrator can add them as an additional domain administrator. Log into APEP using your Domain Administrator's login credentials.



The screenshot shows the login page for AHCCCS/Med-QUEST. At the top is the evoBrix logo, followed by the text "AHCCCS/Med-QUEST" and "Oracle Cloud Account Sign In". Below this are two input fields: "User Name" with the value "Wcovey" and "Password" with masked characters. Each field has a red "x" icon on the right. A blue "Sign In" button is centered below the fields. At the bottom, there is a link: "Need help signing in? Click here".

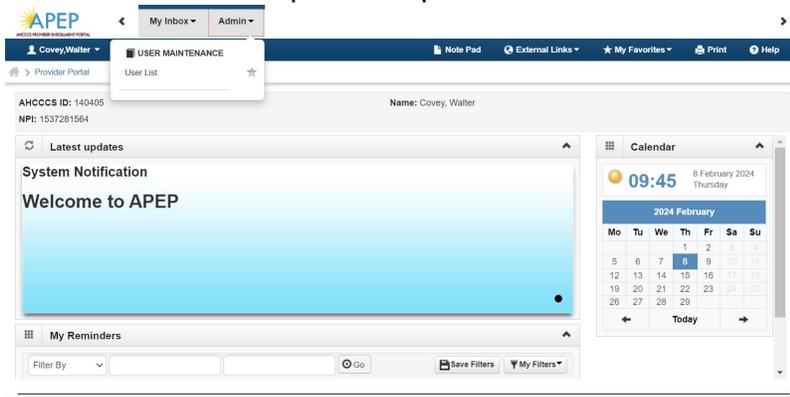
2. After logging in, click on the APEP tile to access APEP.



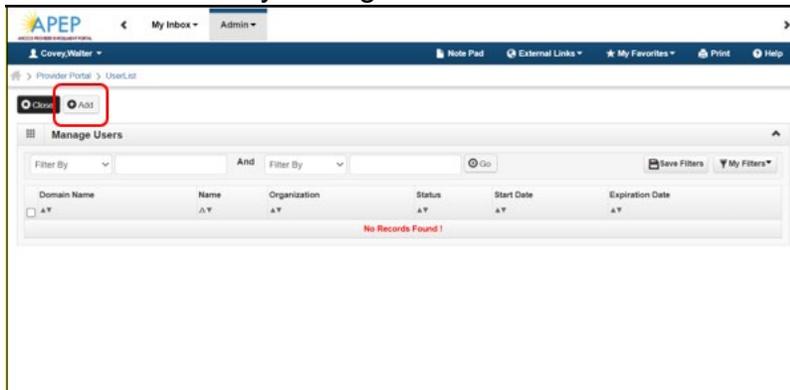
- If your provider isn't already listed in the first drop-down field, select the correct provider from the list. In the second drop-down, select Domain Administrator. Then, press the Go button.



- Go to the Admin drop-down option and select User List.



- This brings you to the Manage Users page, where you can add or remove domain administrators for your organization. To add a domain administrator, click on the Add button.



- On the Add Provider User page, enter the Username of the person you would like to add as a Domain Administrator. If the start date isn't filled in, use today's date. From the available profiles, select all three profiles and move them into the Selected Profiles section. Then, click

the OK button to add the person as a domain administrator.

The screenshot shows a dialog box titled "Add Provider User". It contains the following fields and options:

- User ID:** RustyLarson (with a red arrow pointing to it)
- Provider Domain:** Covey Walter 15372815
- Start Date:** 02/08/2024
- Expiration Date:** 12/31/2999
- Available Profiles:** (empty list)
- Selected Profiles:** Domain Administrator, Provider Enrollment Access, View Provider Enrollment
- Remarks:** (empty text box)
- Buttons:** OK (with a red arrow pointing to it) and Cancel

7. To confirm you added the additional Domain Administrator, complete a search on the Manage Users page.
 - a. Change the first filter to search by Domain Name.
 - b. Enter the percentage symbol (%), type your NPI, and add a percentage symbol after the NPI with no spaces. Ex: %1234567890%. The percentage sign acts as a wildcard so you can view all results within the wildcard search.
 - c. Change the second filter to search by Organization and add a percentage sign in the second field.
 - d. Click the Go button.

The screenshot shows the "Manage Users" interface. The search filters are:

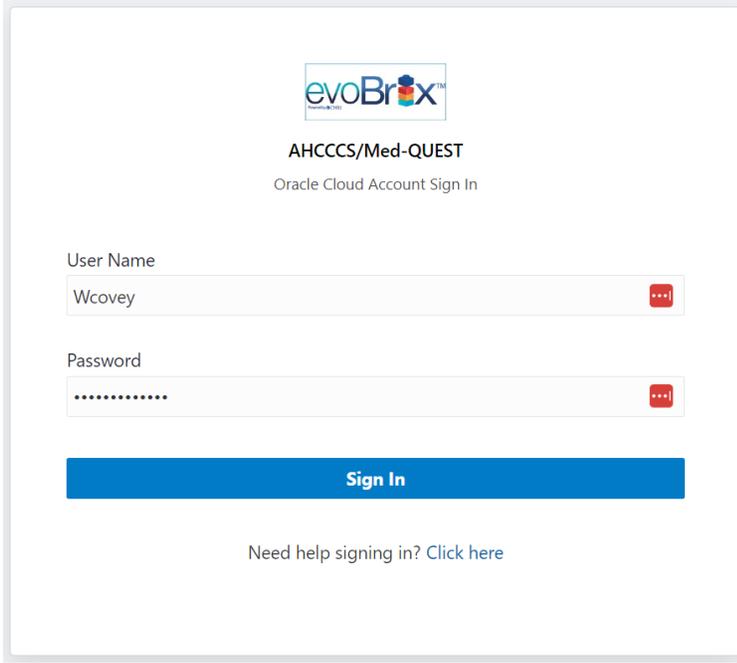
- Domain Name:** %1537281564%
- Organization:** %

The "Go" button is highlighted. Below the filters is a table with the following columns: Domain Name, Name, Organization, Status, Start Date, and Expiration Date. The table is currently empty, displaying "No Records Found!".

8. Performing a search using the filters enables you to view each of the Domain Administrators that have access to your application in APEP. Anybody listed as an Administrator can view, edit, or change the application.

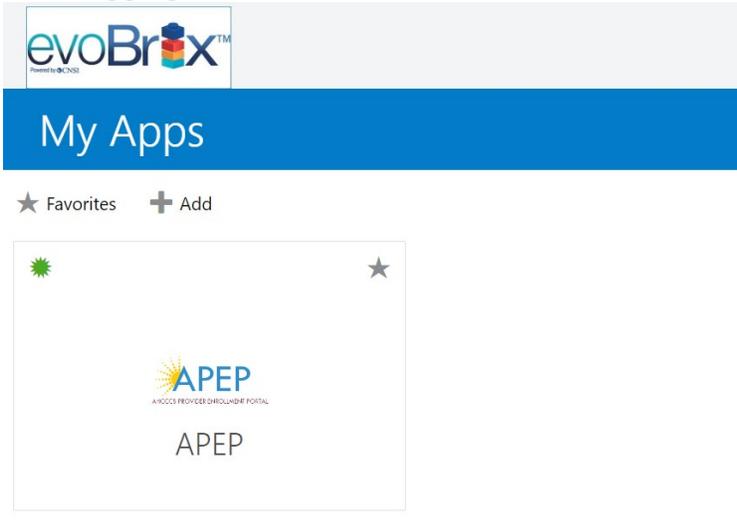
WRITTEN INSTRUCTIONS FOR REMOVING A DOMAIN ADMINISTRATOR

1. Log into APEP using your Domain Administrator's login credentials.

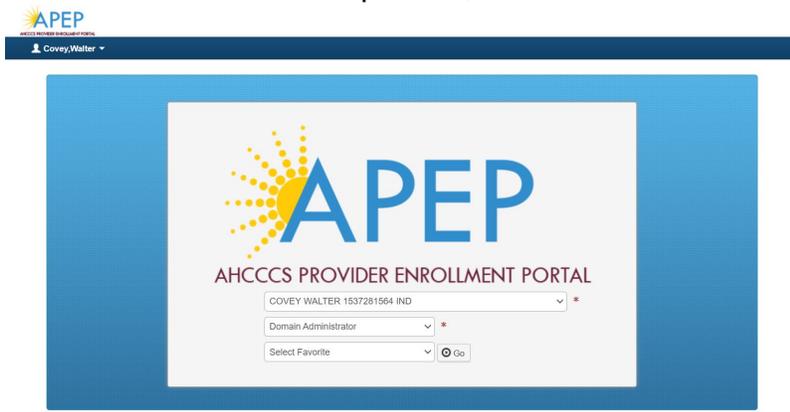


The screenshot shows the login page for AHCCCS/Med-QUEST. At the top is the evoBrix logo, followed by the text "AHCCCS/Med-QUEST" and "Oracle Cloud Account Sign In". Below this are two input fields: "User Name" with the value "Wcovey" and "Password" with masked characters. A blue "Sign In" button is centered below the fields. At the bottom, there is a link: "Need help signing in? [Click here](#)".

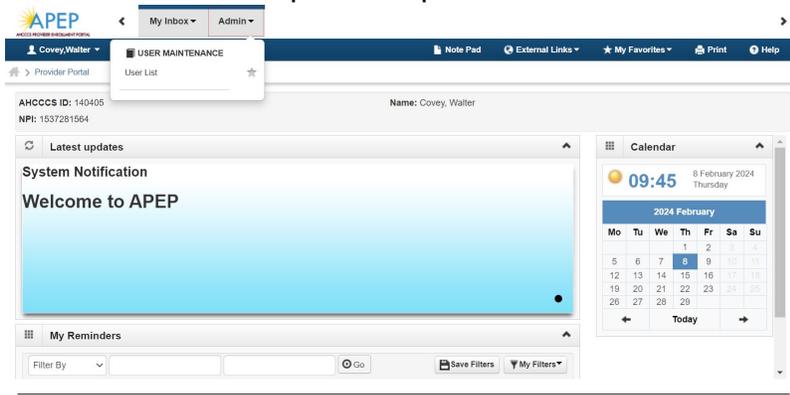
2. After logging in, click on the APEP tile to access APEP.



- If your provider isn't already listed in the first drop-down field, select the correct provider from the list. In the second drop-down, select Domain Administrator. Then, press the Go button.



- Go to the Admin drop-down option and select User List.



- You can add or remove domain administrators for your organization on the Manage Users page. To view each of the Domain Administrators that have access to your application in APEP, perform a search on this page.
 - Change the first filter to search by Domain Name.
 - Enter the percentage symbol (%), type your NPI, and add a percentage symbol after the NPI with no spaces. Ex: %1234567890%. The percentage sign acts as a wildcard so you can view all results within the wildcard search.
 - Change the second filter to search by Organization and add a percentage sign in the second field.

d. Click the Go button.

The screenshot shows the 'Manage Users' interface. At the top, there are search filters: 'Domain Name' with the value '%1537281564%' and 'Organization' with the value '%'. A 'Go' button is visible to the right of the filters. Below the filters is a table with columns: Domain Name, Name, Organization, Status, Start Date, and Expiration Date. The table is currently empty, and a red message 'No Records Found!' is displayed at the bottom of the table area.

6. Find the name of the Domain Administrator you want to remove. Click on the link of the person to be edited.

This screenshot shows the 'Manage Users' interface with search filters. The table now contains two records. The second record, 'Covey Walter 1537281564 IND' with the name 'Larson, Nick', is highlighted with a red box. A red arrow points to the 'View Page' button located below the table. The table columns are: Domain Name, Name, Organization, Status, Start Date, and Expiration Date.

Domain Name	Name	Organization	Status	Start Date	Expiration Date
Covey Walter 1537281564 IND	Covey, Walter	Provider	Approved	02/07/2024	12/31/2999
Covey Walter 1537281564 IND	Larson, Nick	Provider	Approved	02/07/2024	12/31/2999

7. Enter an expiration date in the Expiration Date field. The date cannot be in the past. It must be today or later. Once the date is entered, click Save.

The screenshot shows the 'User Details' form for the user 'Larson, Nick'. The form includes fields for User ID, First Name, Last Name, Domain Name, Email, Start Date, and Expiration Date. The 'Expiration Date' field is set to '02/09/2024'. There are also 'Save' and 'Lock Comments History' buttons at the top of the form.

User Login ID: rustylarson Name: Larson, Nick

User ID: rustylarson

First Name: Nick * Last Name: Larson *

Domain Name: Covey Walter 1537281564 IND Lock User / Comment:

Email: rustedlarson@gmail.com * Phone Number:

Start Date: 02/07/2024 Expiration Date: 02/09/2024 *

Remarks:

8. That person will no longer have access to the organization's APEP application.