



**This communication is directed to AHCCCS Provider Agencies and
EVV software vendors**

Subject: Important: Cutoff Date for Sandata Data Submissions

As part of the transition to the new EVV Aggregator system, we are formally notifying all parties when they must stop using Sandata to collect visit data or send data to the Sandata Aggregator.

Please review the following timelines and ensure your organization is prepared to meet these deadlines:

Stop Date for Sending Data to Sandata

All Sandata EVV use must **stop** by: **Tuesday, September 30th at 11:59 PM (Arizona Time)**

This applies to:

- **EVV Vendors** – Submitting visit data on behalf of provider agencies
- **Providers** – Capturing visit data using the state (AHCCCS)-sponsored Sandata EVV product
 - **Note:** Providers choosing to contract directly with Sandata will need to stop using the state-sponsored EVV product by September 30th and transition to using the Sandata EVV product they have paid for no later than October 1, 2025.

Start Date for Sending Data to AHCCCS

All data submissions by EVV software vendors to the AHCCCS Aggregator may start by:
Monday, October 6th at 12:01 AM (Midnight).

AHCCCS needs a few days to import and validate all the EVV data into the new Aggregator. This will ensure that all historical data is accessible to view visit statuses and run reports. While some providers may experience a slight delay in their claims payment for visits around the transition period, this process will help to mitigate issues that may create even greater delays.

This means that:

- Provider agencies will continue to capture EVV data in their systems like they normally do on a day-to-day basis between 10/01 and 10/06
- EVV software vendors should hold off on sending data to the AHCCCS Aggregator until October 6th

The following are action steps providers can take to help streamline the transition:

- Have an EVV vendor contract in place and begin capturing EVV data with the EVV vendor prior to or on October 1st.
 - If you do not currently have a contract in place, you are jeopardizing your ability to get paid for services after 10/01/25.
 - If you aren't planning on changing vendors, you are all set!
- Perform any visit maintenance on visits that **are not** in a verified/processed status prior to September 30th.
 - **Any visit not in a verified/processed status as of 9/30/25 @ 11:59PM AZ time, will need to be addressed and resubmitted beginning 10/6/25.** This may require a provider to manually enter a visit into their EVV system.

EVV Help Desk

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 to the new helpdesk to streamline the response process.

Stay Connected

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