Subject Line: EVV 2.0 Go-Live Reminders

AHCCCS E.V.V. ✓
ELECTRONIC VISIT VERIFICATION

This communication is directed to AHCCCS Provider Agencies

and EVV Software Vendors

With the EVV 2.0 go-live upon us, it is critical that EVV software vendors (EVV vendors) and provider agencies review all the communications in their entirety regarding the AHCCCS Aggregator. AHCCCS remains committed to providing frequent communications to address the most up to date information and priority action steps for EVV vendors and provider agencies.

Information for EVV Vendors

- **All Sandata EVV was required to stop by Tuesday, September 30th at 11:59 PM (Arizona Time).** AHCCCS has been made aware that some vendors are still attempting to send files to Sandata. They will not open or process them. Please check to ensure your EVV systems are not automatically sending files to Sandata.
- All data submissions by EVV software vendors to the AHCCCS Aggregator may start by: **Monday, October 6th at 12:01 AM (Midnight).**
- The AHCCCS version of the **API registration instructions**, **technical specifications**, **developer instructions** and updated **EVV 2.0 FAQs** have been posted on the AHCCCS EVV website. AHCCCS also has other training resources provided under the "AHCCCS Aggregator" section on the AHCCCS EVV website.

Information for Provider Agencies

- Your EVV vendor may start sending data to the AHCCCS Aggregator by: **Monday, October 6th at 12:01 AM (Midnight).**
- **Please be advised, the following EVV vendors have NOT taken the necessary steps to connect to the AHCCCS Aggregator.** If you have contracted with one of the vendors below, please reach out to them to ensure they follow the directions on the AHCCCS EVV website to connect with the AHCCCS Aggregator. **Your ability to be paid for EVV services is at risk if these vendors cannot send your visit data to the AHCCCS Aggregator.**

Aidaly Corporation
Arizona Cares
Aveanna
Axiom
AzWeb Tek
Bayada
Billiyo
Carecenta
CentralReach
Datasoft Logic
Falkondata
Finale Health
Health Information Management Systems
Home Health MD
Intellisight Technology Inc
iTherapyDocs
Kaleida Systems
Legend Care
MatrixCare
Medflyt
Mentor Network
PSNet
Rethink Behavioral Health
Solana
VSS Technologies

- **The provider training is scheduled for the following date and time.** This training is for provider agency staff that may have administrative EVV responsibilities such as overseeing service scheduling, delivery or documentation. This training is **not** geared toward caregivers who use EVV to record visits.

> **October 8th**
> **11:00AM-12:30PM (AZ Time)**
> **Join Link**

The session will cover:
- Overview of the EVV aggregator and its purpose
- User roles and responsibilities
- User interface and reporting

- Support resources and troubleshooting
- Open Q&A session

Note: Once the training is delivered, a recording of the training and training materials will be posted to the EVV website.

- Before the training occurs, providers are encouraged to start the process to gain access to the AHCCCS Aggregator. The first step is to get signed up and registered within ServiceNow. This process may take a few days because it is associated with the organization's access to AHCCCS Online. Instructions for the ServiceNow registration process are found here.   Starting this process early will help your organization gain access to the AHCCCS Aggregator beginning 10/06/25 to research visit data and run reports. You can find instructions for using the AHCCCS Aggregator here, but keep in mind that you won't be able to access the Aggregator until 10/06/25. Feel free to review the material and be prepared to raise questions that you may have during the provider training scheduled for October 8th.

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
To ensure you receive all upcoming announcements, registration links, and training invitations, please sign up for our general EVV email list here.