

Subject: Important EVV Updates - February 2025



PUBLIC NOTICE

AHCCCS E.V.V.

ELECTRONIC VISIT VERIFICATION

This communication is intended for provider agencies subject to Electronic Visit Verification (EVV) requirements and EVV vendors. Please read this entire communication for the most up-to-date information on EVV compliance. This communication presents a number of significant EVV updates. AHCCCS understands that providers and vendors may have questions that we may not be able to answer at this time. It was important for us, however, to share with you what we do know at this point in time while maintaining our commitment to continue to provide ongoing updates and a number of tools and resources to support understanding and engagement.

EVV 2.0

Effective October 1, 2025, AHCCCS has decided to bring EVV in-house and build an EVV aggregator. This means that AHCCCS will not be re-soliciting for an EVV vendor after our contract with Sandata expires on September 30, 2025. AHCCCS is currently contracted with Sandata to serve as both an EVV vendor and also to perform EVV aggregator services. The decision included considerations related to streamlined EVV oversight and management, long-term sustainability of a single EVV aggregator, and provider choice of EVV vendors.

AHCCCS has not required providers to use Sandata; however, we recognize that many do.

For providers **who do not** use Sandata as an EVV vendor, they **will not** have to make any changes. Your EVV vendor will send data to AHCCCS instead of sending it to Sandata. AHCCCS will continue to use the same technical specifications that EVV vendors use to send data to Sandata. EVV vendors will have to test with AHCCCS to ensure the successful submission of data. More information on the testing process with AHCCCS is forthcoming.

For providers **who use** Sandata as their EVV vendor, you **will need** to contract directly with Sandata or another EVV vendor of your choice, and will be responsible for the cost. Only a small number of providers currently use Sandata. The majority of providers use their own selected EVV vendor and pay for their service.

This transition is planned for October 1, 2025. A more specific timeline will follow. AHCCCS wanted to share this information with the provider and EVV vendor community as soon as possible to support timely preparation for the transition.

Tools and Resources

Alternate Vendor Review Tool - The tool is designed to assist provider agencies in evaluating their chosen or prospective alternate vendor's compliance with AHCCCS policy. Ultimately, the provider agency is directly responsible for overseeing their direct contract with their chosen vendor and ensuring compliance with EVV. The review tool may also be used by provider agencies as part of a vetting process when choosing a new EVV vendor. The tool comes complete with a companion instructional resource and links to AHCCCS policy and guidance documents. The tool, instructions, and a recorded webinar with information on how to use the tool have been posted to the [EVV webpage](#).

Webinar - AHCCCS has scheduled a webinar to provide preliminary information on the transition and begin to answer questions. AHCCCS intends to hold multiple informational webinars leading up to the transition. Webinars will be recorded and posted to the [EVV webpage](#).

Webinar Title: EVV 2.0

Date: Tuesday, February 18, 2025

Time: 3 PM (MST)

Registration Link: <https://events.teams.microsoft.com/event/fdf48445-96dc-40ba-8a67-124f3929fe5b@eacd16bf-dc0e-44db-8e3f-be370c71feca>

Frequently Asked Questions (FAQs) - AHCCCS is preparing an FAQ document that will be updated throughout the transition process as information becomes available. We encourage you to use [Google Form](#) to submit your questions so they can be catalogued and posted to the [EVV webpage](#) with a response. It is important to note that we may not be in a position to answer every question right away, but your questions will help prioritize planning and communications based on your informational needs. Please make sure to [sign up](#) for EVV notices for updates to the FAQs.

Live in Caregiver Data

AHCCCS is requiring all provider agencies to identify direct care workers who are live-in caregivers. The information will be used to monitor the implementation of the new parents as a paid caregiver service model option and support general workforce development data collection. Administrators of provider agencies that utilize the Sandata EVV system, have been notified and asked to identify all existing live-in caregivers by March 31, 2025. In the near future, providers who use alternate vendors will have to also comply with these same requirements. More information is forthcoming on the timeline for compliance.

Alternate Vendor Technical Specification Updates

AHCCCS is in the process of updating the technical specifications for alternate vendors. One update will include the requirements related to the live-in caregiver designation noted directly above. The other updates will support compliance with scheduling and visit maintenance requirements. AHCCCS included

some intent language on these forthcoming changes in the “[Business Requirements for Alternate EVV Data Collection Components](#)” posted to the [EVV webpage](#) in October 2022. Once the updates are posted and a deadline for development is determined, AHCCCS and Sandata will host a technical assistance webinar for providers and their alternate vendors. It is important to note, that this same (updated) version of the technical specifications will be used when vendors are required to submit data directly to the AHCCCS EVV aggregator later in 2025.

Differential Adjusted Payment Opportunity for all EVV Participating Providers

AHCCCS will be offering a Differential Adjusted Payment (DAP) opportunity for EVV participating providers if they meet certain performance metrics outlined in the [DAP notice](#) related to autoverified visits. If the metric threshold is met, the providers will qualify for a specific percentage increase for EVV service between October 1, 2025 through September 30, 2026. Providers may sign up to receive DAP notices on the [DAP webpage](#).

Stay Informed

Please [sign up](#) for email notices about EVV.