

Subject Line: EVV 2.0 Go-Live and Provider Training Notice (New Date Scheduled)



**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**

- The AHCCCS version of the [technical specifications](#), [developer instructions](#) and updated [EVV 2.0 FAQs](#) have been posted on the AHCCCS EVV website.
- All Sandata EVV use must **stop** by: **Tuesday, September 30<sup>th</sup> at 11:59 PM (Arizona Time)**.
- All data submissions by EVV software vendors to the AHCCCS Aggregator may start by: **Monday, October 6<sup>th</sup> at 12:01 AM (Midnight)**.
- AHCCCS has extended the deadline for compliance with the Live-in Caregiver XREF.
  - EVV vendors should review and follow the updated XREF specifications contained within the technical specifications document linked above.
  - **No later than 10/31/25, the XREF must be sent for all live-in caregiver relationships that were active beginning 10/01/25.** Thereafter, the XREF must be sent within 30 days of a change (i.e. a start or end to a relationship).
  - AHCCCS will be ready to accept the data beginning 10/06/25, but the data won't be available in the Aggregator reports right away. AHCCCS will notify provider agencies and EVV vendors with the live in caregiver reports are available and populated.

**Information for Provider Agencies**

- All Sandata EVV use must **stop** by: **Tuesday, September 30<sup>th</sup> at 11:59 PM (Arizona Time)**
  - Please prioritize performing **visit maintenance** on visits that are not in a verified/processed status prior to September 30<sup>th</sup> at 11:59 PM (Arizona Time). This will help streamline your transition by mitigating delays in claims payments. More details may be found in the [“Important: Cutoff Date for Sandata Data Submissions”](#) communication posted to the AHCCCS EVV website.
- Your EVV vendor may start sending data to the AHCCCS Aggregator by: **Monday, October 6<sup>th</sup> at 12:01 AM (Midnight)**.
- **As of 10/01, the Service Confirmation Portal will no longer be necessary for the entry of service confirmations. The portal will continue to be used by provider agencies to add and update EVV points of contact.**
  - **Provider agencies will continue to use the feature of the service confirmation portal to add or update an EVV point of contact.** This information is critical to ensuring the agency’s access to the AHCCCS Aggregator. The [EVV Contact and Update](#) directions regarding adding or updating the EVV point of contact are posted to the AHCCCS EVV website.
- **The provider training is now 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 8<sup>th</sup>**

**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 8<sup>th</sup>.

### **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](#).