

# AHCCCS E.V.V.

## ELECTRONIC VISIT VERIFICATION

### EVV 2.0 Frequently Asked Questions (FAQs)

#### What is EVV 2.0?

On 10/01/25, the AZ EVV model will change from a hybrid model to an open model. **All** providers will be required to have a contract directly with an EVV vendor. AHCCCS is going to build an EVV aggregator in-house. AHCCCS is currently contracted with Sandata to provide EVV vendor and aggregator services. AHCCCS will not re-solicit for an EVV vendor after the contract with Sandata expires on September 30, 2025.

#### I currently use Sandata, how does this change impact me?

You will need to have a contract in place with an EVV vendor of your choice and be responsible for the cost. Beginning 10/01/25, your claim payments will be delayed if an EVV vendor is not sending your EVV data to AHCCCS on 10/01/25.

You can continue to use the Sandata system, but you will need to have a contract directly with them and be responsible for the cost. You are strongly encouraged to start the process to select an EVV vendor as early as possible. A list of current vendors that send data to Sandata is available on the [EVV webpage](#) under “Alternate EVV System Requirements and Technical Specifications”.

You will have access to the AHCCCS aggregator to view data submitted by your EVV vendor and reports.

#### What support is AHCCCS providing?

Providers can use the Alternate Vendor Review tool to evaluate their EVV vendor’s compliance with AHCCCS policy or vett EVV vendors during the process of choosing a new vendor. You can find the tool, companion guide, and a recorded webinar on how to use the tool on the [EVV webpage](#) under “Alternate EVV Vendor Review Tool”. AHCCCS has also posted a Webinar regarding general information on EVV 2.0 on the website under “EVV Communication”. It is important to sign up for EVV communications so you don’t miss out on the latest updates. You can sign up on the [AHCCCS webpage](#).

#### If I currently have an alternative EVV vendor that is sharing data with Sandata do I need to do anything?

You do not need to make any changes at this time. Beginning 10/01/25, your EVV vendor will send data to AHCCCS instead of sending it to Sandata. The same technical specifications will be utilized. You will have access to the AHCCCS aggregator to view data submitted by your EVV vendor and reports. Your EVV vendor will have to

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go through testing with AHCCCS in the future. More information is forthcoming on the testing process and timeline.

#### Who do I contact to contract directly with Sandata?

Please reach out to Sandata if you would like to contract with them directly to continue using their EVV product. Sandata has provided the following website and email address for providers wishing to contract directly with them:

- <https://www.sandata.com/arizona-evt/>
- [info@sandata.com](mailto:info@sandata.com)

#### Will EVV policy requirements like scheduling and contingency planning still be required?

The transition does not impact any of the current EVV policy requirements and they will not be changing . Where can I find a list of EVV Vendors?

A list of EVV Vendors who have passed interface testing with Sandata is available on the [AHCCCS website](#) under “Alternate EVV System Requirements and Technical Specifications.” It is important to note AHCCCS does not endorse any vendor. AHCCCS will not promote any alternate vendor and assumes no liability for any alternate vendor actions. It is incumbent upon providers to exercise their own due diligence when making business decisions regarding a vendor choice for EVV.

#### Where can I submit additional questions?

Please submit additional questions using [this link](#). By using the Google form, we can store and track your questions to answer in future FAQs as more information becomes available.