

Subject Line: EVV Provider Training Postponed



**This communication is directed to AHCCCS Provider Agencies
that use EVV systems to capture service delivery data**

The EVV Aggregator Provider Training, originally scheduled for Thursday, September 18, 2025, has been postponed. 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.

The postponement of the training allows us to ensure that the most accurate and up-to-date information is available before training is delivered. The training will be rescheduled, and new details will be shared as soon as they are confirmed.

Please note:

- This **does not mean** the EVV 2.0 implementation project is delayed
- It **does not** impact your EVV vendor's ability to capture your visit data or send visit data to the AHCCCS EVV Aggregator. EVV vendors received training last week on how to prepare to send data to the AHCCCS EVV Aggregator. Instructions for your EVV vendor can be found [here](#) on the AHCCCS website.
- Weekly registration reminders and related resources will continue to be distributed to keep you prepared for go-live. Once the training is delivered, a recording of the training and training materials will be posted to the EVV [website](#).

We appreciate your patience and understanding as we work to provide you with the clearest guidance possible.

Reminders for Your EVV 2.0 Readiness

Contract with an EVV Vendor: If you don't already have a contract with an EVV vendor, you are jeopardizing your ability to get paid for services after 10/01/25.

- The AHCCCS website has information and tools providers can use to learn about available EVV systems and engage in conversations with the vendors.

- If you are planning to change EVV vendors and start to use the new EVV system prior to 09/30/25, your vendor will have to complete an onboarding process with Sandata. Please contact AZAltEVV@sandata.com to start that process.

Revisit or Confirm your EVV Primary Point of Contact: Verify that your EVV contact information is current with AHCCCS. You can find directions on updating or adding your EVV Contact [here](#). The following are some items to consider as you work to ensure AHCCCS has the most up-to-date contact information.

- Revisit and confirm the main EVV Contact:
 - Are they still employed with your provider agency and
 - Is the person responsible for viewing visit data that is sent by the EVV vendor, run reports or research visits?
- The main EVV contact person **MUST** be a person who currently works for your agency. For security reasons, you will need to revisit this information on a regular basis to ensure it is up to date.
- The main EVV contact **CANNOT** be:
 - A person who works for your EVV vendor
 - A group inbox
 - A person who does NOT currently work for your agency

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](#).