

AHCCCS E.V.V.

ELECTRONIC VISIT VERIFICATION

Frequently Asked Questions (FAQ) Required Use of DCWs SSN FAQ

Why is AHCCCS requiring provider agencies to provide the Direct Care Worker's (DCW) social security numbers to the AHCCCS aggregator?

The unique DCW identifier is required to support compliance with the federal mandate as well as the intent of the mandate to mitigate fraud/waste and abuse. The federal mandate requires AHCCCS to identify the individual providing the service. Provider agencies may have a unique ID for DCWs (i.e. Payroll ID), but AHCCCS need a unique identifier that doesn't change over time and is consistent regardless of what agency the DCW current works for. It is common for DCWs to work for multiple agencies over time or to work for multiple agencies during the same period of time.

How is the DCW's social security number protected?

The DCW's social security number is both transmitted and stored in an encrypted database. Only those individuals with appropriate credentials, as determined by the provider agency administrator, have access to the information. Lastly, regardless of the EVV system the provider chooses to use, the SSN will not be required to be used by the DCW to access a device to record their time. Providers are required to use a secondary identifier (i.e. email address/password) for DCWs to use when logging into a device.

More specific information is provided below:

- All data transmitted from EVV Systems is encrypted in transit and at rest in the processing and loading of data.
- Access to the agency's data in the AHCCCS Aggregator portal is limited to authorized users with valid Aggregator credentials. Authorized user access is managed by the provider agency's designated EVV administrator.
- Users with read-only access to the Aggregator portal, viewing the full SSN is restricted.
- Reports that the provider agency can run in the Aggregator do not show the DCW SSN