

Subject Line: Important Training Information for EVV 2.0 – For Vendors and Providers

AHCCCS E.V.V.

ELECTRONIC VISIT VERIFICATION

EVV 2.0

All providers are required to contract with an EVV vendor of their choice and are responsible for the cost. This change supports streamlined EVV oversight and management, long-term sustainability of a single EVV aggregator, and provider choice of EVV vendors.

For providers who do not use Sandata as an EVV vendor, **you 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 maintain the same technical requirements that EVV vendors use today.

You can find an EVV 2.0 FAQ on the [AHCCCS website](#), under General Resources and Frequently Asked Questions.

Training

We are pleased to announce the upcoming training sessions to assist you in learning how to use the new AHCCCS EVV Aggregator. There is specific training for EVV vendors and individuals that represent service providers.

What You Need to Do:

2. Identify the training that is appropriate for you and your team based upon your role with EVV. Attend the training session to ensure you and your team are fully prepared. If you are unable to make the training, you will be able to view a recording of it online.
3. Share this announcement with any additional team members or partners who may need to participate.

EVV Vendor Training

Who Should Attend:

All EVV Vendors, including staff responsible for submitting data to the AHCCCS Aggregator, and those involved in supporting users of your EVV system.

The session will cover:

- Overview of the EVV aggregator and its purpose
- User roles and responsibilities
- API registration, connectivity, and testing
- Support resources and troubleshooting
- Open Q&A session

Training session will be held on the following date and time:

September 11, 2025

11:30 -12:30 PM MST

[Join Link](#)

Service Provider Training

Who Should Attend:

All providers, including administrative staff, and those involved in service scheduling, delivery or documentation.

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

Training session will be held on the following date and time:

September 18, 2025

1:00 PM – 2:00 PM MST

[Join Link](#)

If you are unable to attend these trainings, the recording and materials for both sessions will be posted on the EVV [website](#).

EVV Help Desk

All inquiries and questions should NOW be directed to the EVV ServiceNow Help Desk [Government Service Portal - Government Service](#)

Please reference 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](#).