

Subject: EVV AHCCCS Aggregator – EVV Vendor Communication RE: Summary of Fixes [November 20, 2025]



This communication is directed to EVV Software Vendors

AHCCCS is sending this email to vendors **to outline temporary and permanent fixes** that have been completed since the transition to EVV 2.0. Additionally, the purpose of this communication is to **ensure vendors have the relevant directions** to streamline resolution and mitigate visit data acceptance delays.

It is important to note that some fixes are temporary, but more permanent fixes will be put in place mirroring the same result as the temporary fix for vendors and providers.

AHCCCS has also made some updates to the technical specifications found [here](#). Notable updates have been reflected in the matrix below and noted with a “*”, but vendors are encouraged to review the updates in their entirety.

Issue	Fix	Vendor Directions
AHCCCS requires all visit data submissions to be complete in order to be accepted. Previously, if adjustments were needed, vendors were able to send just the updated information	Temporary: If a visit (without errors) is updated with the same visit other ID, the previous visit is put into omit (do not bill) status.	When updating a visit, send all the required visit data including the data that is being updated for the same visit other ID. Do not just send the updated information.
The entire batch was rejected even though only some (1 or more) of the records had errors.	Permanent: The fix will allow acceptance of records without errors from the payload. AHCCCS is able to accept records in the batch that meet the criteria and reject only those with errors.	Only send back records with errors. Do not send all the records in the payload, only those with errors.

Vendors acknowledging exceptions when sending the visit, the first time*	Permanent: AHCCCS created a one-pager outlining the visit exception handling process	Only acknowledge visit exceptions once the aggregator has sent an error for the visit
Visits for the following services had a verified state in the aggregator, but claims were denying. S5181 - Respiratory Therapy S9128 - Speech Therapy S9129 - Occupational Therapy S9131 - Physical Therapy T1021 - Home Health Aide S5151 - Respite (per diem) S5136 - Companion Care (per diem)	Temporary: AHCCCS is automatically applying the required unit rule / matching rule for MCOs when they are requesting claims validation.	Vendors do not need to do anything. MCOs are re-submitting the claims validation requests.
*Previously, only the modifiers listed in the specification could be sent.	Permanent: AHCCCS will not be validating modifiers, only validating the value being sent is two characters.	Vendors can send any two characters long modifiers (up to 4) that providers intend to use for billing purposes.
*Client address field was limited	Permanent: AHCCCS updated the client address field size to 60.	

Outstanding Visits

There are still a number of providers who have unresolved visits (visits not in a verified/processed status) prior to the 10/01 transition. The historical data is available in the aggregator and providers can utilize the aggregator look up functions and reports to identify those visits. Without resolution, those visits will not pass EVV claims validation and will not be payable.

Communication will be going out directed to providers to highlight this issue and provide guidance on how they can identify these visits. They will, however, need direction from their vendors on how to either resolve the visit or how to enter a manual visit in the event they were using a different EVV vendor prior to 10/01 than they use now.

The EVV 2.0 [FAQ](#) has information on how to address these outstanding visits.

Visits that require manual entry must comply with the documentation standards outlined in the Visit Maintenance and Documentation [FAQ](#).

Providers may utilize the “Visit Listing” Aggregator report to identify visits that are not in a verified state (visits in approved or incomplete status). Details on the report can be found in the EVV Aggregator Provider [User Manual](#).

Communication with Providers

AHCCCS is requesting assistance from vendors to help inform providers of fixes and updates that impact them, including ways you and your system can be used to resolve any outstanding issues. AHCCCS will continue to send communications directed at providers, but vendors are in the best position to explain what the updates mean and how they apply to the EVV system they are using.

The following are ways that you can help us better support you.

- **Please try and submit a ticket to the HelpDesk for one issue.** If multiple issues are being reported on one ticket, it can make it difficult to assign the ticket for review and resolution especially when each issue requires a different SME’s attention.
- **Make sure you are submitting a ticket to the right HelpDesk.**
 - **Vendors:** All inquiries and questions should be directed to the [AHCCCS Solutions Center Helpdesk](#). Please refer to the [AHCCCS Solutions Center User Manual](#) for instructions on how to access, submit and monitor support tickets.

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