

Subject: EVV AHCCCS Aggregator – Post Go-Live Reminders and Updates



**This communication is directed to AHCCCS Provider Agencies
and EVV Software Vendors**

The AHCCCS EVV Aggregator is now live, and vendors are successfully sending visit data. We appreciate your continued partnership and patience during this transition. It remains critical for EVV software vendors (EVV vendors) and provider agencies to review all the communications in their entirety regarding the AHCCCS Aggregator. AHCCCS remains committed to providing frequent communications to address the most up to date information and priority action steps for EVV vendors and provider agencies.

Information for EVV Vendors

- If you haven't already done so, you can start to send data submissions by EVV software vendors to the AHCCCS Aggregator.
 - As we have been monitoring submissions, the team is making adjustments to improve performance. **EVV vendors may experience a delay in responses today while these adjustments are being made.**
 - **The current specifications do not include the CG modifier for attendant care (S5125) and habilitation (T2017).** We are planning to make this addition in the future. In the interim, you will need to send those visits **without** that modifier otherwise the visits will get rejected. Providers can still and should submit claims for those services with the CG modifier as directed by DDD.
- The AHCCCS version of the [API registration instructions](#), [technical specifications](#), [developer instructions](#) and updated [EVV 2.0 FAQs](#) have been posted on the AHCCCS EVV website. AHCCCS also has other training resources provided under the "AHCCCS Aggregator" section on the [AHCCCS EVV website](#).

Information for Provider Agencies

- **EVV vendors can now start sending data to the AHCCCS Aggregator.** Provider agencies should be communicating with their vendor and receiving updates on when data has started to be sent to the AHCCCS Aggregator. Your ability to be paid for EVV services is at risk if these vendors cannot send your visit data to the AHCCCS Aggregator.

- **The current specifications do not include the CG modifier for attendant care (S5125) and habilitation (T2017).** We are planning to make this addition in the future. In the interim, your EVV vendor will need to send those visits **without** that modifier otherwise the visits will get rejected. You can still and should submit claims for those services using the CG modifier as directed by DDD.
- **The provider training is scheduled for this Wednesday.** 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.

October 8th

11:00AM-12:30PM (AZ Time)

[Join Link](#)

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

Once the training is delivered, a recording of the training and training materials will be posted to the EVV [website](#).

Before the training occurs, providers are encouraged to start the process to gain access to the AHCCCS Aggregator or simply review the material provided below and be prepared to raise questions during the provider training.

- **Instructions for the ServiceNow registration process are found [here](#).** We continue to refine the instructions and post updates to help streamline the process as much as possible for users.
- **Instructions for using the AHCCCS Aggregator are found [here](#).** **Note:** The visit search features are currently available in the aggregator with one exception. You will not see any information yet in the “history” tab as we work to complete the process to display all the changes made to the visit. Additionally, incrementally you will start to see the standard reports become available over the coming weeks. They are in the final stages of the testing process to make sure they will be complete and accurate.

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](#).