

AHCCCS Provider Emails Incident UPDATE

May 9, 2025 UPDATE:

AHCCCS has identified an issue where confirmation emails are not sent when contacting apeptrainingquestions@azahcccs.gov. We are working to fix this and request that providers refrain from emailing this address until the issue is resolved. We apologize for the inconvenience and appreciate your patience.

In the meantime, providers are invited to chat with us at <https://chat.azahcccs.gov/?id=2>
Live chat is available Monday through Friday from 8 AM to 5 PM.

May 9, 2025

The issue with apeptrainingquestions@azahcccs.gov has been resolved, and all previously sent emails have been recovered. Please do not resend any emails.

Providers will receive an automated confirmation when the AHCCCS Provider Enrollment team responds. We are working through the email inquiries to provide responses and appreciate your patience.

Thank you

May 8, 2025 UPDATE:

AHCCCS is still working to resolve the email issue. At this time, AHCCCS is asking providers to please stop sending emails to apeptrainingquestions@azahcccs.gov until the issue is fully resolved.

This is to ensure that once we can review and resolve your inquiry, you will be able to receive our response.

In the meantime, providers are invited to chat with us at, <https://chat.azahcccs.gov/?id=2>

Live chat is available Monday through Friday from 8 AM to 5 PM.

May 7, 2025

AHCCCS has become aware of a technical issue with emails sent to apectrainingquestions@azahcccs.gov. AHCCCS provider enrollment cannot view the submissions sent to this email address. We are working on a resolution as quickly as possible.

While AHCCCS works to restore communications to apectrainingquestions@azahcccs.gov, providers are encouraged to chat with us at, <https://chat.azahcccs.gov/?id=2>

Live chat is available Monday through Friday from 8 AM to 5 PM.

Please do not resend any emails to apectrainingquestions@azahcccs.gov at this time. AHCCCS will provide updates as they become available.