ARIZONA
HEALTH CARE COST
CONTAINMENT SYSTEM

Provider Enrollment Update

APEP User Account Incident

AHCCCS is aware of an issue that occurred involving APEP requiring all users to reset their password before they can login.

We apologize for any inconvenience. We want to assure you that the password reset email you received from noreply@acentra.com via oracle.com is legitimate and safe to use.

Who Is Impacted?

- All providers

Action Required

To reset your password, please follow these steps:

1. Check your email for the password reset link that was sent to you (it will come from noreply@acentra.com via oracle.com)
2. Click the link.
3. Follow the instructions on the screen to reset your password.

Please note the link is only valid for 72 hours. If the link has expired, you can request a new one by following these steps:

1. Visit the APEP website and click the Forgot Your Password? link.
2. Enter your username and follow the prompts to receive a new reset link.

If you manage multiple accounts, you will need to follow the steps above for each account.

Questions?

You can contact us the following ways:

- Chat with us
    - Live chat is available Monday through Friday from 8 AM to 5 PM
- Call us at (602) 417-7670.
    - The call center is available Monday through Friday from 8 AM to 5 PM
- Email us at providerdatasecurity@azahcccs.gov