

The logo for the Arizona Health Care Cost Containment System (AHCCCS) is a circular emblem on the left side of the slide. It features a variety of white icons on a teal background, including a sun, a mountain, a cactus, a fish, a hand, a gear, and various geometric shapes. The text "ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM" is displayed in white, bold, sans-serif font to the right of the emblem.

ARIZONA

HEALTH CARE COST CONTAINMENT SYSTEM

APEP Changes - March 2025

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Administrator, AHCCCS Division of Member
and Provider Services

What is Changing?

Pursuant to Section 5123 of the Consolidated Appropriations Act (CAA) AHCCCS is required to add elements to its provider directory by July 2025:

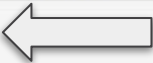
- which accommodations the provider's office or facility provides for individuals with physical disabilities, including offices, exam rooms, and equipment (previously required via regulation for managed care programs);
- the Internet website of such provider, if applicable (previously required at the option of the state for FFS programs and primary care case management systems and required via regulation for managed care programs);
- whether the provider offers covered services via telehealth;
- whether the provider is accepting new Medicaid or CHIP patients (previously only required for primary care case management systems and at the option of state for FFS programs, and required via regulation for managed care programs);
- adding American Sign Language to the linguistic capabilities

AHCCCS Changes

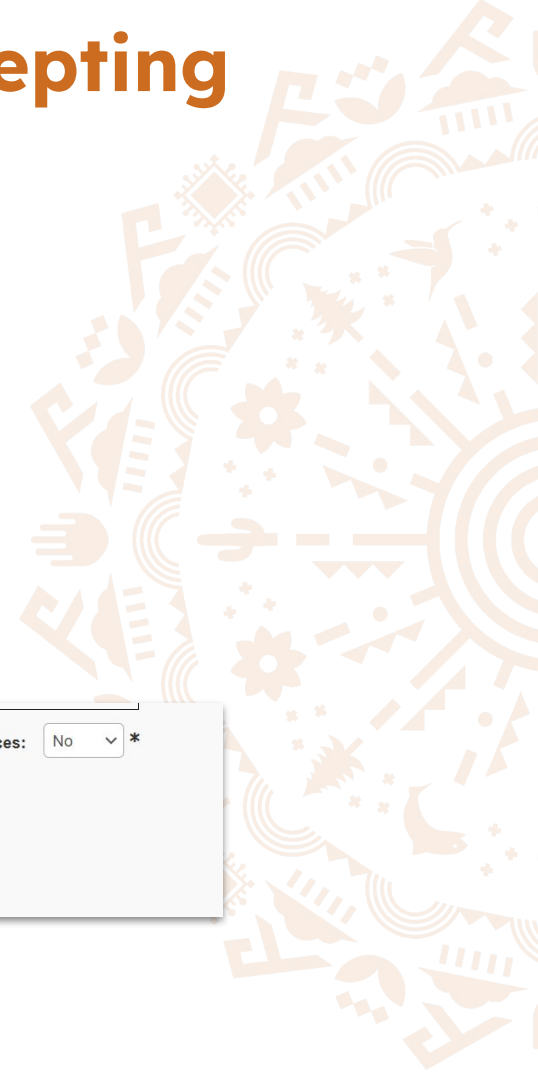
As a result of the Federal requirement, AHCCCS reviewed the APEP system and determined the following updates would be needed in APEP:

Enhancement	Implementation date
Addition of American Sign Language If the provider is accepting new Medicaid/CHIP patients	February 2, 2025
If the provider offers telemedicine, in person or both service types	March 16, 2025
Accommodations for patients with disabilities	April 27, 2025

American Sign Language and Accepting Patients

<input type="checkbox"/>	Step
<input type="checkbox"/>	Step 1: Provider Basic Information
<input type="checkbox"/>	Step 2: Locations 

Accepting New Medicaid Patients:	<input type="text" value="No"/> *	Telemedicine Services:	<input type="text" value="No"/> *
Handicap Accessible:	<input type="text" value="Yes"/> *	Offers American Sign Language:	<input type="text" value="Yes"/> *



Telemedicine/In Person Services

Web Page:

Please enter the hours your office is open for each day. If you are closed on a given day select "Closed" in the "Open At" drop down.

Day:	Open At:	AM/PM	Close At:	AM/PM	Day:	Open At:	AM/PM	Close At:	AM/PM
Sunday:	12:00	AM PM	11:59	AM PM	Thursday:	12:00	AM PM	11:59	AM PM
Monday:	12:00	AM PM	11:59	AM PM	Friday:	12:00	AM PM	11:59	AM PM
Tuesday:	12:00	AM PM	11:59	AM PM	Saturday:	12:00	AM PM	11:59	AM PM
Wednesday:	12:00	AM PM	11:59	AM PM					

Accepting New Medicaid Patients: Yes No

Accepting New CHIP Patients: Yes No

In Person/Telehealth: In Person Telehealth

Start Date: In Person Telehealth

Maximum Clients:

Offers OB-Gyn Services: N-None

Pediatric Services: No

Language(s) Spoken: English Arabic Cantonese

(For Multiple Selection, use Ctrl Key)

End Date: 12/31/2999

Handicap Accessible: No

FQHC: No

Status: Approved

Address List

Filter By Filter By And Operational Status Active Go

Accommodations for Patients with Disabilities

Please enter the hours your office is open for each day. If you are closed on a given day select "Closed" in the "Open At" drop down.

Day:	Open At:	AM/PM	Close At:	AM/PM	Day:	Open At:	AM/PM	Close At:	AM/PM
Sunday:	Closed	AM PM		AM PM	Thursday:	09:00	AM PM	04:00	AM PM
Monday:	09:00	AM PM	04:00	AM PM	Friday:	09:00	AM PM	04:00	AM PM
Tuesday:	09:00	AM PM	04:00	AM PM	Saturday:	Closed	AM PM		AM PM
Wednesday:	09:00	AM PM	04:00	AM PM					

Accepting New Medical Patients: No

Accepting New CHIP Patients: No

Offers OB-Gyn Services: N-None

In Person Telehealth: In Person

Start Date: 11/09/2024

Handicap Accessible: No

Choose Disability Accommodations

- Accessible Offices
- Accessible Examination Tables
- Accessible Imaging Machines
- Accessible Stairs
- Communication Aids (Braille)

Selected Disability Accommodations *

Pediatric Services: No

Language(s) Spoken: English
 Arabic
 Cantonese

(For Multiple selection, use Ctrl Key)

End Date: 12/31/2099

FQHC: No

Status: Approved

Address List

Filter By: Filter By: And Operational Status: Active

Address Type	Address	Start Date	End Date	Status	Operational Status	Inactivation Date
<input type="checkbox"/> Location	400 W 8th St, Yuma, ARIZONA 85354	11/09/2024	12/31/2099	Approved	Active	

Viewing Page: 1

Page ID: pgManageLocationGeneral(Provider) Environment: AZ_PROD - Server: azp01.73 - Build: R1-1.12.H.2 Server Time: 01/27/2025 08:04:42 MST





Provider Expectations

Provider Expectations Q&A

Q: Do I have to update my APEP locations immediately to stay enrolled?

A: No, you do not have to make changes in APEP now to remain enrolled. Providers are strongly encouraged to make updates to their locations prior to July 2025, when the new AHCCCS Provider Directory is published.



Provider Expectations Q&A

Q: I am a credentialist/administrative professional who enrolls providers on behalf of my company. What if I don't know the answer to these questions?

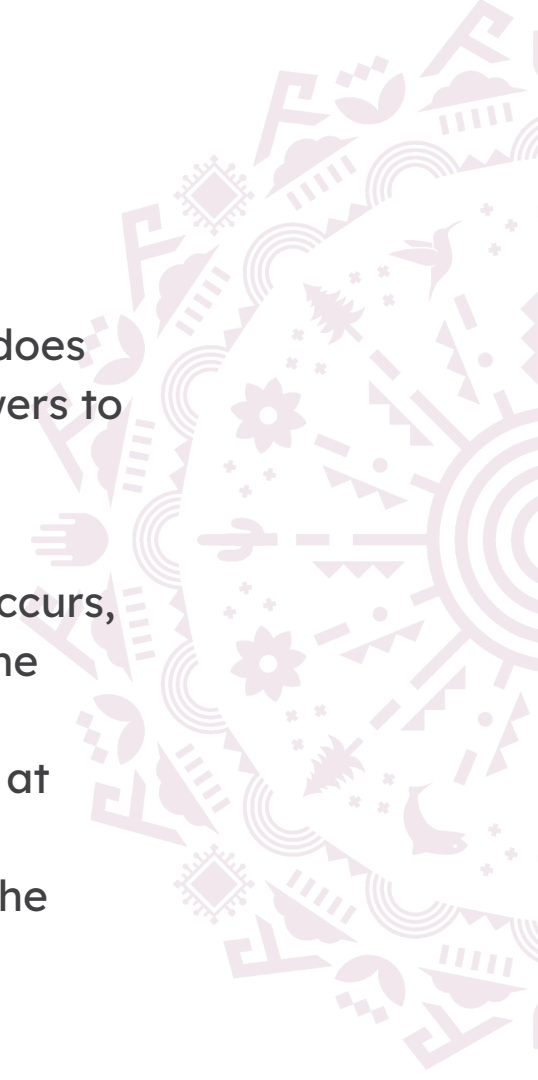
A: When a credentialist or other organization employee who is NOT the provider is updating the provider's profile, that credentialist would be responsible for working with the provider directly to get the information to answer the questions to the best of their abilities. The provider should be aware of what accommodations are available for each location where they are providing services.



Provider Expectations Q&A

Q: I have added an end-date to a location in APEP, but it is still requiring me to answer the additional questions. The provider does not work at that location anymore and we don't know the answers to the questions. What do we do?

A: AHCCCS is aware that when end dating locations, APEP is requiring the additional questions to be answered. When this occurs, the person entering the information is encouraged to answer the questions to the best of their ability. Since the location will be end-dated to indicate the provider no longer provides services at that location, it will not be displayed in the provider directory. AHCCCS is working on a solution to allow providers to bypass the additional questions when the location has an end-date.





Other APEP changes March 2025

Automated Application Denials

Beginning March 16, 2025, APEP will begin systematically denying new enrollment applications when the application was sent back requesting additional information and not submitted within the 30 day timeline.

- The requirement to resubmit timely has always been a requirement per 42 CFR 455.416
- The enhancement is allowing the system to deny as opposed to AHCCCS staff manually instigating the denial.



Automated Application Denials - Best Practices

- Correspondence preference: E-mail
- Respond to requests from AHCCCS for additional information/corrections timely and with the requested information
- When an application is denied for failure to re-submit timely, while every provider has the right to appeal, it is often faster to submit a new application.



Questions?



Resources

Provider Enrollment Questions

- Chat with us at, <https://chat.azahcccs.gov/>
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 apectrainingquestions@azahcccs.gov

APEP Resources

- azahcccs.gov/APEP
- [What to expect when applying in APEP](#)
- [Provider Enrollment Policy Manual](#)