

Subject: EVV AHCCCS Aggregator – Provider Communication – Updates to the User Interface – Payer Selection [January 16, 2026]



This communication is directed to Provider Agencies

User Interface

On 01/16/26, AHCCCS implemented an update to the aggregator user interface to make it more user friendly while also maintaining a security enhancement that was put into place in November 2025. The EVV Aggregator Provider [User Manual](#) will be updated to reflect this change.

The payer selection will default to “All” allowing the provider to automatically see visit data for all payers. It is no longer necessary to select a payer to see visit data.

Should the provider want to view visit data by payer, the payer dropdown will have all the payers listed that are applicable to the provider. The provider can select the corresponding payer from the drop-down menu.

When the provider logs in, the Payer selection will default to All -

A screenshot of the AHCCCS EVV Visit Review search interface. The page has a dark purple header with the text 'Visit Review' and a note '* indicates mandatory fields'. Below the header are several search fields: 'Provider Medicaid ID' (input: 000047), 'Client Name' (input: Enter Client Name), 'Client Medicaid ID' (input: Enter Client Medicaid ID #), 'Employee Name' (input: Enter Employee Name), and 'Employee SSN' (input: Enter Employee SSN). There are also dropdowns for 'Visit Status' (All), 'Filter Visits By Exception' (All Visits), and 'Payer' (All). Other dropdowns include 'Service' (All), 'Call Type' (All), 'Visit Key' (input: Enter Visit Key), and 'Group Visit Code' (input: Enter Visit Code). At the bottom are 'SEARCH' and 'CLEAR' buttons.

Payer list will display the options that are applicable to the provider to filter data by Payer.



Aggregator Reports

All reports have been loaded into the Aggregator. Reference the EVV Aggregator Provider [User Manual](#) for more information on the scope of each report.

Unverified Visits

There are still some providers who have visits, prior to 10/01, that are not in a verified/processed state. Visits in an approved/incomplete status, are not payable. In order to get paid for those visits, these visits will need to be addressed.

- If you **didn't** switch EVV vendors, you just need to address visits the way you always have to get them to a verified state.
- If you **did** switch EVV vendors, you may need to enter a manual visit for any visits that occurred before 10/01 that are not in a verified/processed state. When entering in a manual visit, you need to follow the documentation standards in the Visit Maintenance and Documentation [FAQ](#). Please follow up with your EVV vendors to learn about how to enter a manual visit.

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

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.**
 - The [EVV Service Now Registration Manual](#) outlines which helpdesk to use depending upon your step in the registration process to gain access to the aggregator. Once you have access to the aggregator and have issues or questions related to the actual use of the aggregator, you should use 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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