Arizona Health Care Cost Containment System (AHCCCS)

MEDICAID ENTERPRISE SYSTEM MODERNIZATION

AZ ELECTRONIC VISIT VERIFICATION (EVV) AGGREGATOR

CREATING A SERVICENOW HELP DESK TICKET

Version: 1

Submitted Date: 07/18/2025

REVISION HISTORY

Version	Effective Date	Revision Owner	Description of Change
1.0	07/15/2025	Zeda Roberson	Initial Draft
1.1	07/30/2025	AHCCCS	Submitted feedback
1.2	7/31/2025	Zeda Roberson	Addressed comments and updated document
1.3	8/8/2025	Zeda Roberson	Document approved.

Table of Contents

1. Purpose of This Guide: Creating a ServiceNow Help Desk Ticket

This guide provides step-by-step instructions on how to submit a Help Desk ticket using the ServiceNow platform. It is designed to assist users in accurately reporting technical issues, service requests, software requests, VPN issues or general IT support needs to ensure timely resolution and effective communication with the IT support team.

By following this guide, users will learn how to:

- Access the ServiceNow portal
- Select the appropriate request category and priority level
- Provide the necessary details for efficient troubleshooting
- Track and follow up on submitted tickets

The goal is to streamline the support process, reduce resolution times, and ensure consistent, high-quality service across all technical IT requests. All policy-related questions should be directed to EVV@azahcccs.gov.

1. How to Create an EVV Helpdesk Ticket
   - Access the AHCCCS ServiceNow portal by visiting:
   - https://servicenow.azahcccs.gov/gsp

2. Access the IT Issue Submission Page
   - Scroll to the bottom of the portal homepage.
     Under the **"Help"** section, click on **"IT Issue."**
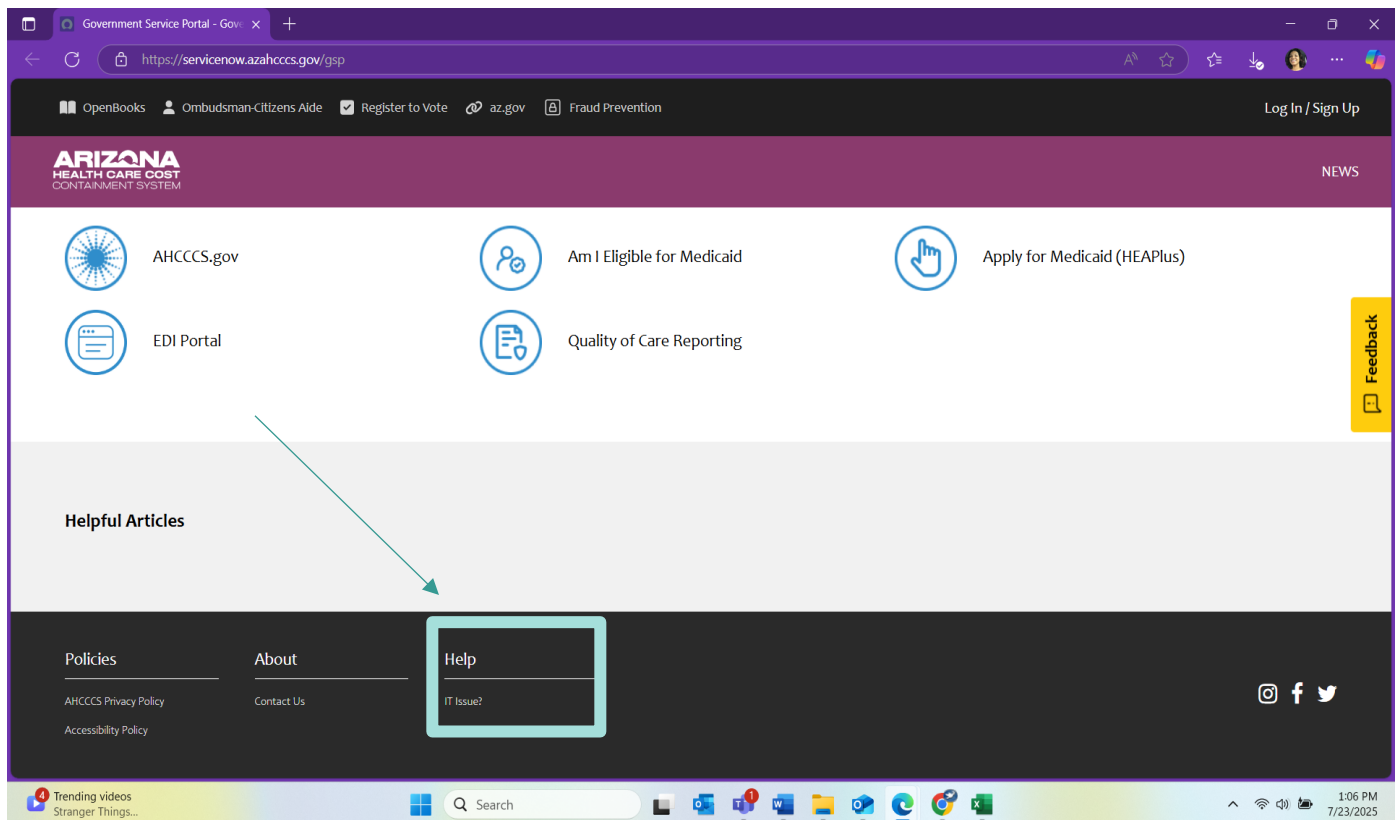
You will be routed to the screen below.

Step 3: **Select the "Urgency" of your request using the dropdown arrow:**

1- **Critical** (Issue requires immediate attention)
2- **High** (Significant impact on business operations or large group of users)
3- **Moderate** (Issue affects individual users or non- critical functions)
4- **Low** (General questions, minor inconveniences, routine requests)

Step 4: Select Category

From the **Category** dropdown, select **"EVV"** to ensure your issue is routed appropriately.

Step 5: Enter Contact Information and Issue Description

Provide the following details:

- **Contact Name**
- **Contact Email**
- **Callback Phone Number**
- **General Overview of the Issue**

Be as specific as possible in describing your issue to help expedite resolution:

- Identify who you are (Provider, EVV Vendor, MCO, etc.)
- The organization you are affiliated with
- Provide details on the issue you are experiencing (general questions, error message received, steps taken to resolve the issue, etc.)
  - Example error messages:
    - An unexpected error occurred while processing your request
    - One or more fields contain invalid data

Step 6: Complete CAPTCHA and Submit

Complete the CAPTCHA verification process.
Once all fields are completed, click **Submit** to create your IT support ticket.

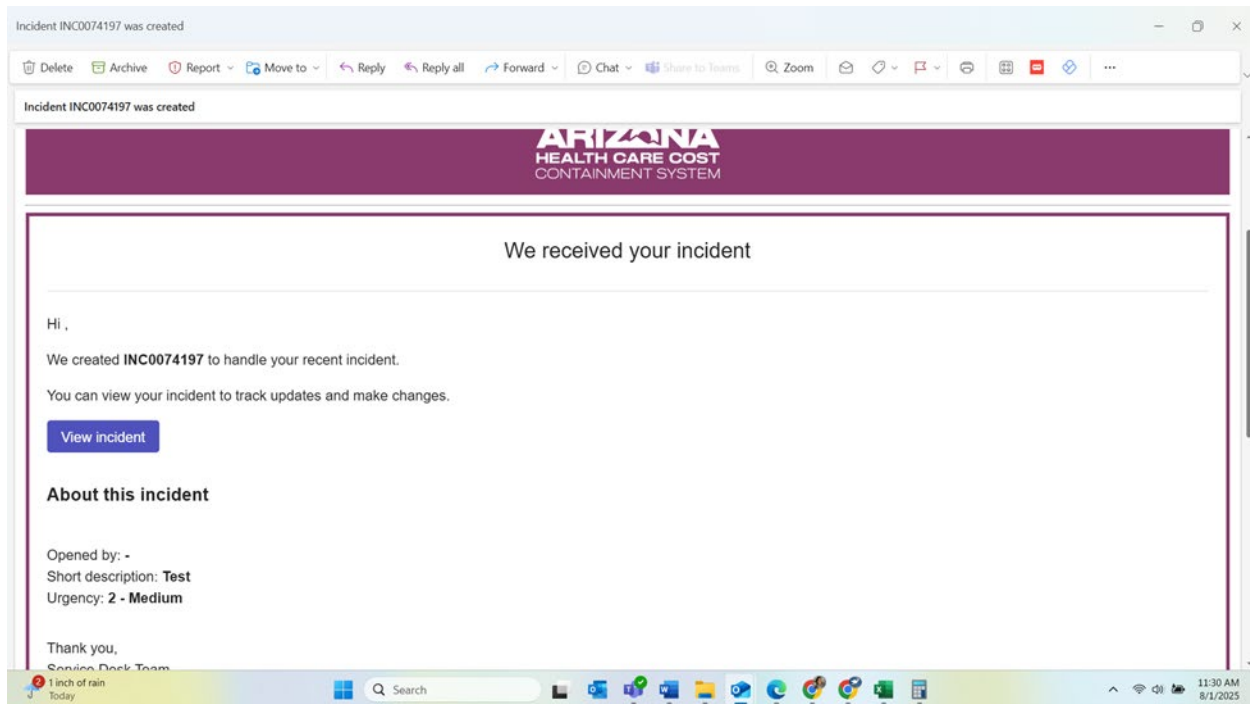**Additional Notes**

- You will receive a confirmation email with your ticket number once submitted.

- IT ticket has been created and incident number assigned.
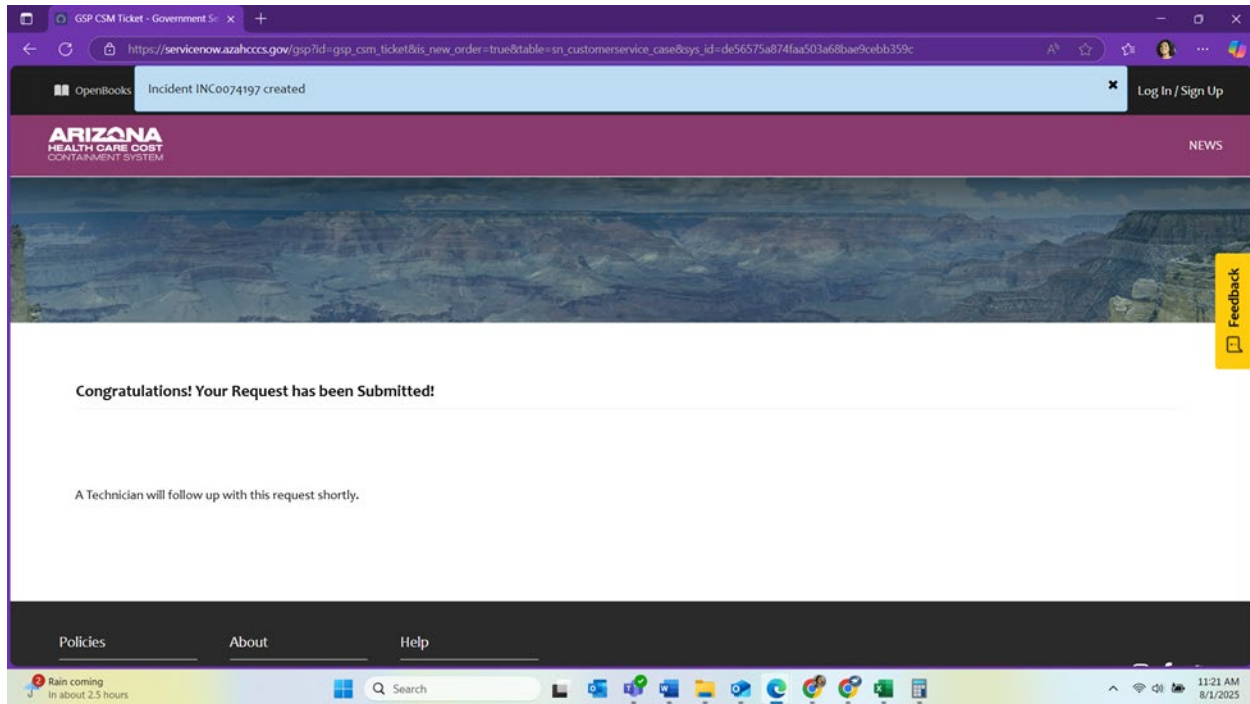
Please check your email for confirmation.

All communication regarding your issue will be managed through the Help Desk. Your assigned support agent will request your incident number, so please be sure to retain it. This ticket number will be used for all follow-up communication with the Help Desk. Please ensure you are regularly monitoring your email and responding promptly to all ServiceNow requests to avoid delays in resolving your issue.