

Subject Line: Critical EVV 2.0 Go-Live Communication for Providers and Vendors



**This communication is directed to AHCCCS Provider Agencies
and EVV Software Vendors**

As the go-live for EVV 2.0 approaches, it is critical that EVV software vendors (EVV vendors) and provider agencies review all of the updates and reminders shared by AHCCCS to support your readiness and a smooth transition to the AHCCCS Aggregator. AHCCCS remains committed to providing frequent communications to address the most up to date information and priority action steps for EVV vendors and provider agencies.

Information for EVV Vendors

- The AHCCCS version of the [technical specifications](#) and [developer instructions](#) have been posted to the AHCCCS EVV website. AHCCCS has maintained the same requirements with the exception of some corrections to the Live in Caregiver XREF made in response to feedback from EVV vendors.
- As a result of some recent challenges EVV vendors have experienced testing and sending the Live in Caregiver XREF, AHCCCS is extending the deadline for compliance.
 - EVV vendors should review and follow the updated XREF specifications contained within the technical specifications document linked above.
 - **No later than 10/31/25, the XREF must be sent for all live-in caregiver relationships that were active beginning 10/01/25.** Thereafter, the XREF must be sent within 30 days of a change (i.e. a start or end to a relationship).
 - AHCCCS will be ready to accept the data beginning 10/06/25, but the data won't be available in the Aggregator reports right away. AHCCCS will notify provider agencies and EVV vendors with the live in caregiver reports are available and populated.
- AHCCCS has updated the [EVV 2.0 FAQs](#) available on the AHCCCS EVV website.

- All EVV vendors are encouraged to review all of the FAQs because there have been significant updates to reflect the current state (i.e. questions regarding cut-over activities) as well as questions the Help Desk has been receiving.
- All of the live-in caregiver FAQs have been added so all FAQs are in one place.

Information for Provider Agencies

- **As of 10/01, the Service Confirmation Portal will no longer be necessary for the entry of service confirmations. The portal will continue to be used by provider agencies to add and update EVV points of contact.**
 - The service confirmation portal was generally required for use by home health agencies or behavioral health service providers who provide services that do not require prior authorization. **Provider agencies will no longer be required to use the service confirmation portal to notify the health plan of your intention to provide a new service or continue providing an existing service that does not require prior authorization.**
 - **Provider agencies will continue to use the feature of the service confirmation portal to add or update an EVV point of contact.** This information is critical to ensuring the agency's access to the AHCCCS Aggregator. The [EVV Contact and Update](#) directions regarding adding or updating the EVV point of contact are posted to the AHCCCS EVV website.
- Please prioritize performing **visit maintenance** on visits that are not in a verified/processed status prior to September 30th. This will help streamline your transition by mitigating delays in claims payments. More details may be found in the [“Important: Cutoff Date for Sandata Data Submissions”](#) communication posted to the AHCCCS EVV website.
- AHCCCS is in the process of rescheduling the **provider agency training** that will address how you can gain access to the AHCCCS Aggregator. More details regarding the training scope and postponement can be found in the [“EVV Provider Training Postponed”](#) communication posted to the AHCCCS EVV website.

EVV Help Desk

All inquiries and questions should NOW be directed to the [EVV ServiceNow Help Desk](#). Please refer to the [Help Desk User Manual](#) for instructions on how to access, submit and monitor support tickets. All policy and technical support inquiries and questions should be directed to the new helpdesk to streamline the response process.

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