



AHCCCS Solutions Center – EVV Provider Guidance

Provider User Guide for EVV Access and/or
Service Now Registration

September 2025

AHCCCS Online Email Address

- Prior to registering for EVV access, all users must have access to email address used to access their AHCCCS online account
- For more information on AHCCCS Online account, click [AZ AHCCCS ONLINE](#)
- Once user has access to AHCCCS Online email address, continue to page 3

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- Registering as a new user in Service Now for EVV
- Requesting access to EVV when user is already registered for Service Now
- Master Account Holders
- Provider Delegates



Accessing EVV as a Provider

- Create an account as a Provider Representative (biller, coder, etc.) or as the rendering/servicing provider.
- To register for ServiceNow, you must use an email address associated with your organization. **Do not use a personal or group email address.**

EMAIL ASSOCIATED WITH ORGANIZATION

Used to log into Service Now and access EVV

EMAIL ASSOCIATED WITH AHCCCS ONLINE

Used ONE TIME during the EVV registration process to verify association with Provider

User must register for access to Service Now
If user already has access to provider services in Service Now, skip to page 12

1 Go to the AHCCCS Solutions Center:
<https://servicenow.azahcccs.gov/gsp>

2 Select Log In/Sign Up

3 Follow the prompts to create your account and log into Service Now application.

The screenshot shows the AHCCCS Solutions Center website. At the top, there is a navigation bar with links: OpenBooks, Ombudsman-Citizens Aide, Register to Vote, az.gov, and Fraud Prevention. A red box highlights the 'Log In / Sign Up' button. Below the navigation bar, the 'ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM' logo is visible. The main heading is 'AHCCCS Solutions Center'. A modal window is open, titled 'Sign in', with the subtitle 'Sign in with your email address'. It contains a red prompt 'Please enter your Email Address' above an 'Email Address' input field, a 'Password' input field, and a 'Forgot your password?' link. There are 'Sign in' and 'Sign up now' buttons. Below this, there is a section for 'Sign in with your social account' with a Google icon and a 'Google' input field.

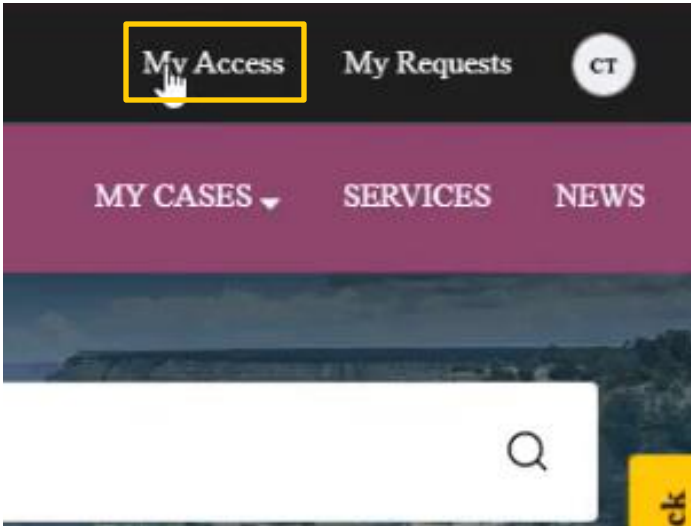
The screenshot shows the 'User Details' form in the Service Now application. It has a 'Cancel' button at the top left. The form includes an 'Email Address' input field with a red asterisk. Below it is a CAPTCHA section titled 'Help us beat the bots' with a 'MOXS' image and a 'Send verification code' button. There are three more input fields: 'New Password', 'Confirm New Password', and 'First Name', each with a red asterisk. At the bottom, there is a 'Last Name' input field with a red asterisk and a 'Create' button.

Requesting Access for EVV Provider Services



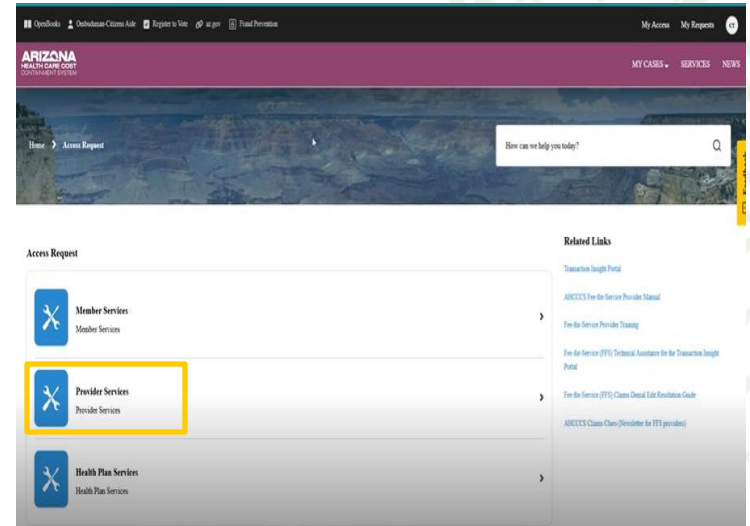
1

Once you have logged in to the AHCCCS Solutions Center, select “My Access” on the top right corner of the home page:



2

Select “Provider Services” to request access to services for providers.



Form: I am the Rendering/Service Provider and NOT a sole proprietor

MOST USERS WILL FALL UNDER THIS CATEGORY

A sole proprietor is an individual who owns and operates a business.

Complete all required fields and set *Do you need access to EVV to YES. Once yes is selected, user will verify AHCCCS Online email. (see page 10)

Provider Services


Provider Services

* Indicates required

* Are you the Rendering/Service Provider?	<input type="text" value="I am the Rendering/Service Provider"/>	* Are you a sole proprietor?	<input type="text" value="No"/>
* Your Organization's AHCCCS Provider ID	<input type="text"/>	* Your Organization's Tax ID [Last 4]	<input type="text"/>
* Your AHCCCS Provider ID	<input type="text"/>	* Your SSN [Last 4]	<input type="text"/>
* Do you need access to EVV?		<input type="text" value="-- None --"/>	

Please confirm the Captcha below to proceed

☐ I'm not a robot


reCAPTCHA
[Privacy](#) - [Terms](#)

Note: If you cannot see the captcha above, please try clearing your browser cache and refreshing the page.

Form for: I am the Rendering/Service Provider and **ARE** a sole proprietor

A sole proprietor is an individual who owns and operates a business. Select YES if this applies.

Complete all required fields and set *Do you need access to EVV to YES. Once yes is selected, user will verify AHCCCS Online email. (see page 10)

Provider Services

Provider Services

* Indicates required

* Are you the Rendering/Service Provider?

I am the Rendering/Service Provider

* Are you a sole proprietor?

Yes

* Your AHCCCS Provider ID


* Your SSN [Last 4]

* Do you need access to EVV?

-- None --

Please confirm the Captcha below to proceed

☐ I'm not a robot


reCAPTCHA
Privacy - Terms

Note: If you cannot see the captcha above, please try clearing your browser cache and refreshing the page.

*What is your AHCCCS Online Email Address?



Send verification code

We'll send the code to your AHCCCS Online email address.

*Verification Code

Once AHCCCS online email address is verified, select SUBMIT. (Go to page 12)

For more information on AHCCCS Online, click [AZ AHCCCS ONLINE](#)

Form for: I represent the Provider

- 1 Complete all required fields and set
*Do you need EVV Access to Yes.
When YES is chosen, user will be brought to second prompt

Provider Services
Provider Services

* Indicates required

* Are you the Rendering/Service Provider?

* Your Organization's AHCCCS Provider ID


* Your Organization's Tax ID [Last 4]

* Street

* City

* State


* Zip

* Date of Birth
 

* Phone Number

* Do you need access to EVV?

Please confirm the Captcha below to proceed

☐ I'm not a robot 

- 2 Enter AHCCCS Online Email address, verify email address, and select SUBMIT.

* What is your AHCCCS Online Email Address?

Send verification code

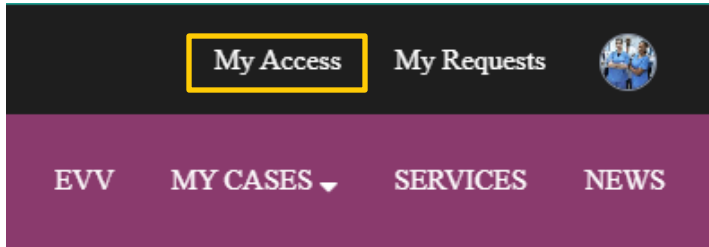
We'll send the code to your AHCCCS Online email address.

* Verification Code

User has access to Provider Services, but NOT EVV:

1

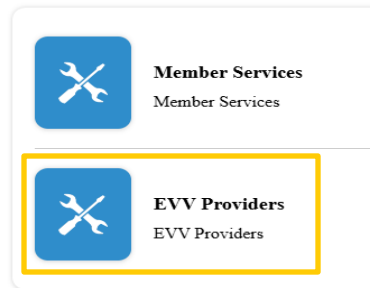
Log into Service Now and Go to My Access



2

Select EVV Providers

Access Request



3

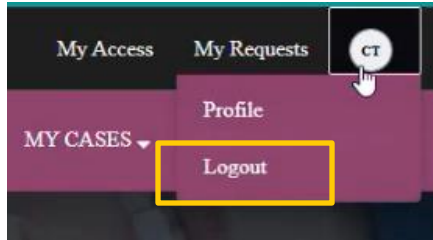
Fill out form, verify AHCCCS Online Email Address, and select SUBMIT.

A screenshot of the 'EVV Providers' form. The form is titled 'EVV Providers' and 'EVV Providers'. It contains the following fields and sections:

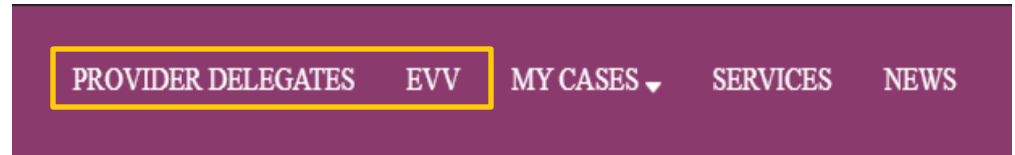
- A section titled 'EVV Providers' with a sub-header 'EVV Providers' and a description: 'By submitting this form you are requesting access to EVV features. If approved, this will allow you to:' followed by a bulleted list: 'Search for visit data' and 'View various reports'.
- A section with two required fields: '* Provider AHCCCS ID' and '* Tax ID / SSN associated with Provider AHCCCS ID (Last 4)'. Both fields have input boxes.
- A section with a required field: '* What is your AHCCCS Online Email Address?' with an input box and a small envelope icon on the right.
- A 'Send verification code' button.
- A section titled 'We'll send the code to your AHCCCS Online email address.' followed by a 'Verification Code' input box.
- A section titled 'Please confirm the Captcha below to proceed' with a checkbox labeled 'I'm not a robot' and a captcha image.
- A note at the bottom: 'Note: If you cannot see the captcha above, please try clearing your browser cache and refreshing the page.'

Verify process to obtain access to the EVV is complete

- 1 Sign out and sign back into your account

A screenshot of the AHCCCS Sign in page. The page has a white background with the AHCCCS logo at the top. Below the logo is the text 'Sign in' and 'Sign in with your email address'. There are two input fields: 'Email Address' and 'Password'. Below the password field is a link 'Forgot your password?' and a checkbox 'Keep me signed in'. A blue 'Sign in' button is at the bottom, highlighted with a yellow rectangular box.

- 2 Provider Delegates and EVV button is available in the menu.



Provider Delegates will not have access to see data in EVV tab until Master Account holder approves access (see page 14)

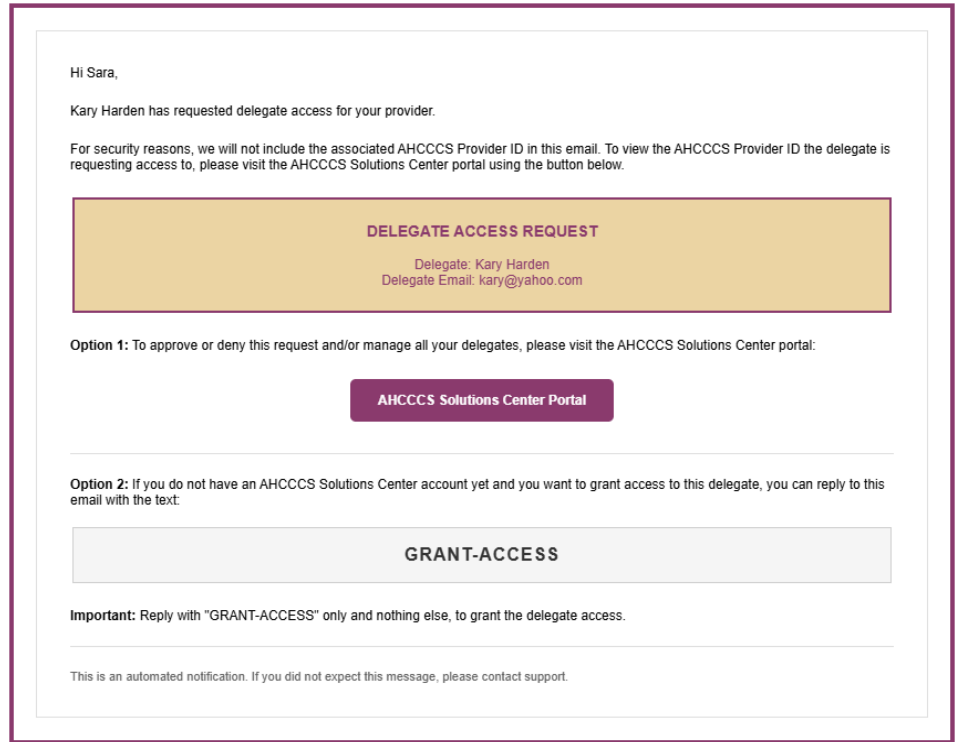
Access to EVV Data

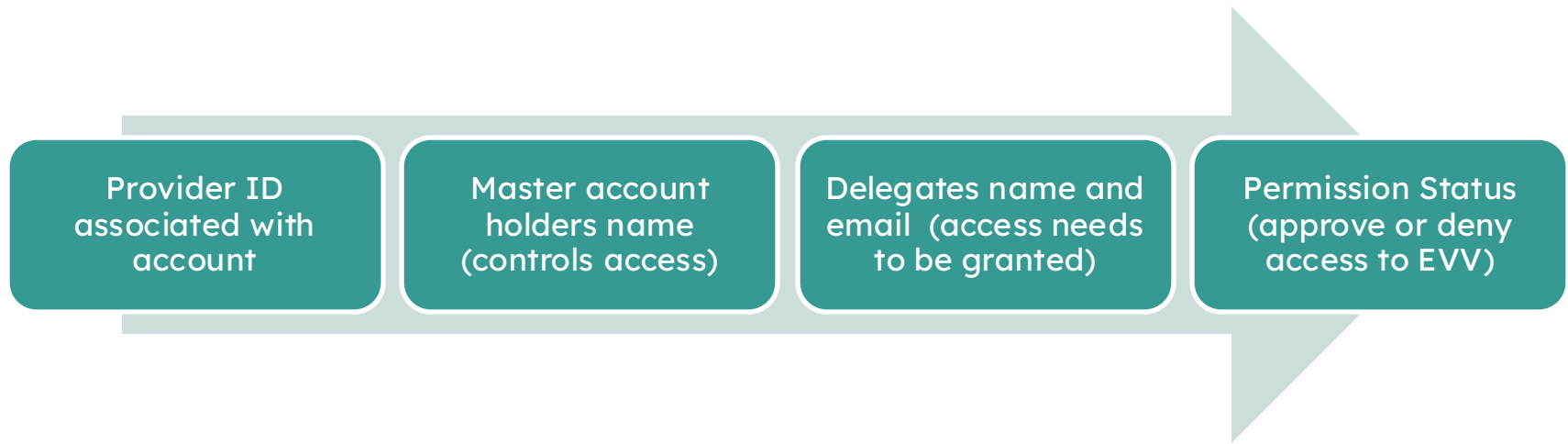
- Once registered, provider delegates will need to have permission from the master account holder(s) to access EVV tab.
- Accounts set as Master Accounts can select the EVV tab –next to Provider Delegates tab- to view all available and applicable data for Provider ID registered.
- More details on the ‘Master Account Holders’ and ‘Provider Delegates’ process can be found later in this guide.



Master Account Holders

- If you are a master account holder you can manage your provider delegates' access from the portal or via email.
- You will receive an email notification whenever a delegate signs up under one of your providers.
- You can approve a delegate's permission from the portal page (see page 17), or by replying to the email with 'GRANT-ACCESS'.





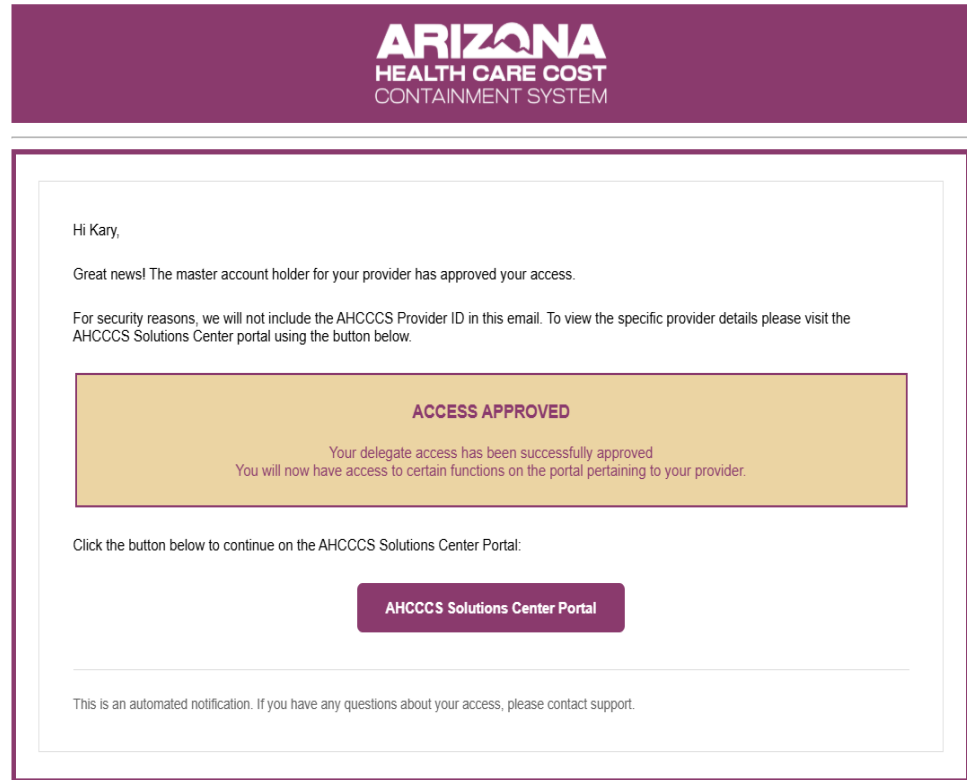
Provider Delegate Access

Provider ID	Master Account Holder	Delegate	Permission Status
123456	Sara Smith	James Winter (testdelegate@gmail.com)	<div><div></div>Awaiting Decision</div>
654321	Sara Smith	Kary Harden (kary@yahoo.com)	<div><div></div>Awaiting Decision</div> <div>Allowed</div> <div>Awaiting Decision</div> <div>Denied</div>



Provider Delegates

- If you are a delegate, after you submit the Provider Services or EVV Providers form, the master account holders will receive an email notifying them to act on their delegate's permission status.
- When they allow or deny your delegate permissions, you will receive an email with the outcome of their decision.
- You will also be able to check your permissions at any time by checking the permission status on the 'Provider Delegates' portal page. (see page 20)



EVV access status

If user is waiting for access to the EVV tab, user will see Master Account Holder name and reach out to them for approval

The screenshot shows the AHCCCS website interface. At the top, there is a navigation bar with links for OpenBooks, Ombudsman-Citizens Aide, Register to Vote, az.gov, and Fraud Prevention. On the right, there are links for My Access, My Requests, and a user profile icon labeled JW. Below this is a purple header with the AHCCCS logo on the left and navigation links for PROVIDER DELEGATES, EVV, MY CASES (with a dropdown arrow), SERVICES, and NEWS. A large banner image of a desert landscape is below the header. On the right side of the banner, there is a search bar with the text "How can we help you today?" and a magnifying glass icon. A yellow "Feedback" button is located on the far right. Below the banner, the "Provider Delegate Access" section is visible. It contains a table with four columns: Provider ID, Master Account Holder, Delegate, and Permission Status. The first row of data shows Provider ID 123456, Master Account Holder Sara Smith, and Delegate James Winter (testdelegate@gmail.com). The Permission Status column for this row contains a yellow button labeled "Awaiting Decision", which is highlighted by a yellow rectangular box.

Provider ID	Master Account Holder	Delegate	Permission Status
123456	Sara Smith	James Winter (testdelegate@gmail.com)	Awaiting Decision



All inquiries and questions
should NOW be directed to the
EVV ServiceNow Help Desk.