

**Subject: EVV AHCCCS Aggregator – Provider Communication – Aggregator
Reports and Outstanding Visits [November 21, 2025]**



This communication is directed to Provider Agencies

AHCCCS has completed a number of temporary and permanent fixes since the transition to EVV 2.0. Communication has gone out directed to EVV vendors to ensure they have **the relevant directions** to streamline resolution and mitigate visit data acceptance delays. All EVV communications go to both providers and EVV vendors, but some (like this one) may be directed to one audience. We have encouraged EVV vendors to partner with AHCCCS by helping their providers understand how updates and directions from AHCCCS apply to them.

The following reports are now available in the aggregator for use. Reference the [aggregator provider user manual](#) for more information. The following reports are now available in the aggregator as of 11/20:

- Daily Visits Over X Hours with Live In Caregiver Relationship
- Weekly Visits Over XX Hours with Live In Caregiver Relationship - Previous Week
- Visit Listing
- Visit Verification
- Visit Verification Summary
- Visit Verification Activity Summary
- Detail Visit Status
- Visit Log
- Provider Listing
- Client Listing
- Employee Listing
- Claims Validation Rejection
- Visit Claims Verification Status
- Call Summary
- Client Visit Summary

- Visit Verification Exception
- Visit Verification Summary

Unverified Visits

You need to check to see if you have any 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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