Arizona Health Care Cost Containment System (AHCCCS)

Medicaid Enterprise System Modernization

AZ Electronic Visit Verification (EVV) Aggregator

Provider User Manual

Version: 1

Submitted Date: _______

Revision History

Version	Effective Date	Revision Owner	Description of Change
1.0	9/19/2025	Angela Davis-Roselieb/Nicole Kohn	Initial Draft

Contents

ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

1. Purpose

The Provider User Manual is designed to help providers understand and navigate the **Arizona Health Care Cost Containment System (AHCCCS) Electronic Visit Verification (EVV) aggregator.** This manual provides step-by-step instructions for obtaining EVV access, how to use the interface to review visit data in the EVV aggregator, and accessing various aggregator reports. It also includes descriptions of the EVV screens and explanations of the purpose of each report.

2. ServiceNow Portal Registration

Navigate to ServiceNow User Interface (UI) by accessing https://servicenow.azahcccs.gov/gsp and click Sign up now. If you already have ServiceNow access, skip registration and proceed to request EVV access (see page 12 of the EVV Registration Manual linked below). When registering, user must use an email associated with the Providers organization. **Do not use personal or group email.**

- IMPORTANT: To gain access to EVV, user will be provided with a verification code that is sent to their AHCCCS online email account. For more information on AHCCCS Online see: AZ AHCCCS ONLINE
- To add or update EVV contact information on AHCCCS Online see 'EVV Contact Add/Update User Manual': EVV_Contact_Add_Update.pdf

Please see Provider EVV Manual for more information on **how to register for EVV** and account access:

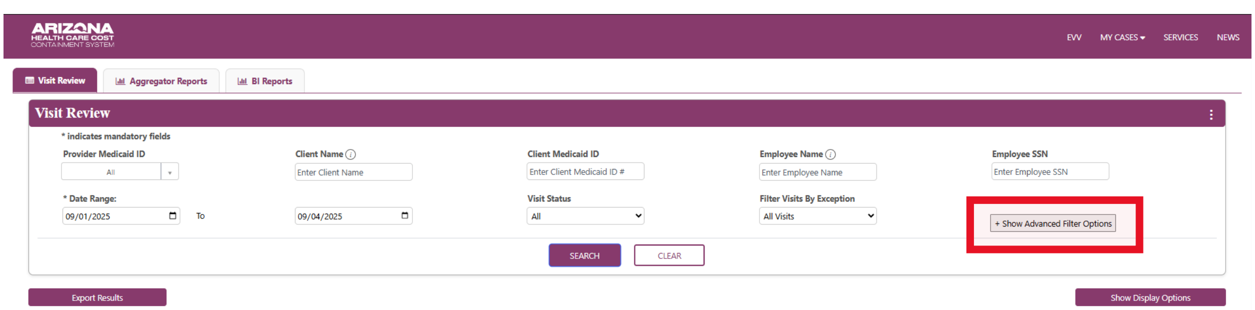
EVV_RegistrationProviderUserManual.pdf

3. Visit Review Screen

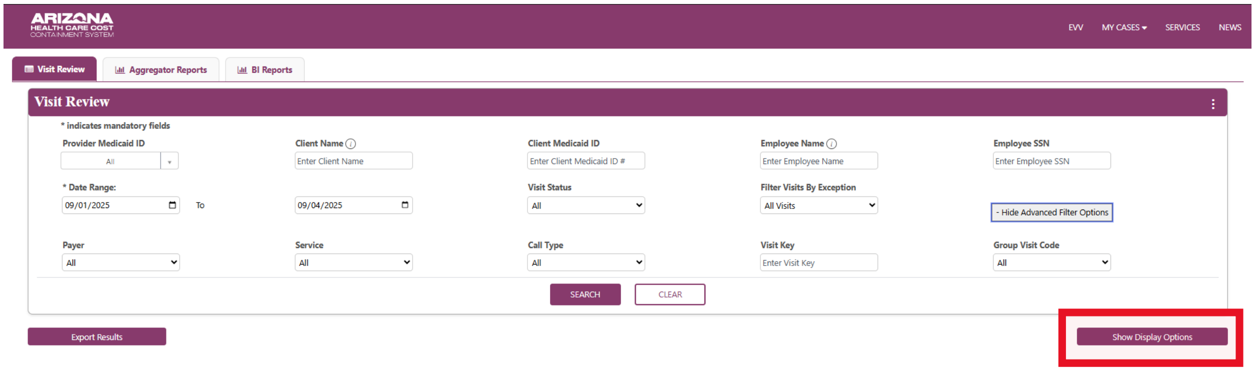
The **Visit Review** EVV page is located at https://servicenow.azahcccs.gov/gsp.

To perform a search from the Visit Review page, user must select a **Date Range** (a mandatory field) and at least one additional search criteria, such as Client Name, Client Medicaid ID, Employee Name.

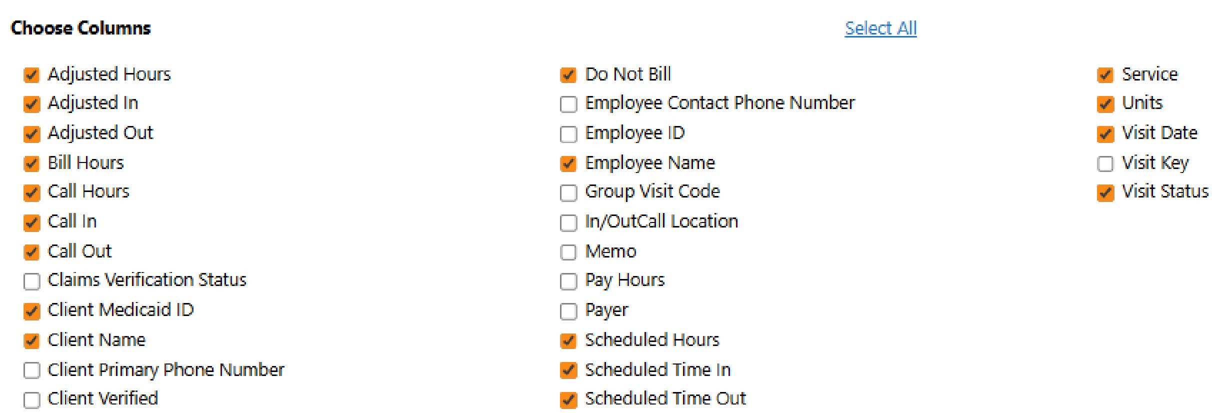
Note: Any of the other specified Search fields can be added to limit the results.



The **Show Advance Filter Options** allows user to search on additional fields: Payer, Service, Call Type, Visit Key and Group Visit Code.



The **Show Display Options** feature allows user to customize the results view by selecting or removing columns. While there are preset column options, users can tailor the list to display only the columns relevant to their search criteria.



3.1. Visit Review Screen Filters

The **Search and Filter** section allows users to narrow down visit records based on specific criteria. Fields marked with an asterisk (*) are mandatory. Below is a description of each available filter:

- **Provider Medicaid ID**: Provider Medicaid ID for the provider associated with login email will default.
- **Client Name**: Enter the client's full or partial name as *last name, first name*.
- **Client Medicaid ID**: Clients Medicaid identification number.
- **Employee Name**: Enter the employee full or partial name as *last name, first name.*
- **Employee SSN**: Employee's Social Security Number.
- **Date Range***: Define the start and end dates for the visit search. This field is required.
- **Payer**: Payer associated with visit.

- **Service**: Service type provided i.e., T2017, G0151, S9124.
- **Visit Status**: Filter visits by their current status of Scheduled, In Process, In Complete, Verified, Processed and Omit.
- **Call Type**: Type of call, i.e., Manual, Mobile, Telephony.
- **Filter Visits by Exception**: filter by all visits, all exceptions, or specific exceptions type. If user selects exception types, filter will populate for user to select a specific exception type to filter for.
- **Visit Key**: Unique number for direct access to a particular visit record.
- **Group Visit Code**: Unique six-digit code associated with Group Visit functionality and allows users to search for all visits that are part of the same group.

At the bottom of the Visit Review Screen filters:

- **Search**: Applies the selected filters and displays the matching visit records.
- **Clear**: Resets all fields to their default values.
- **Show/Hide Advanced Filter Options**: Expands or collapses advanced filtering fields to simplify the search view.

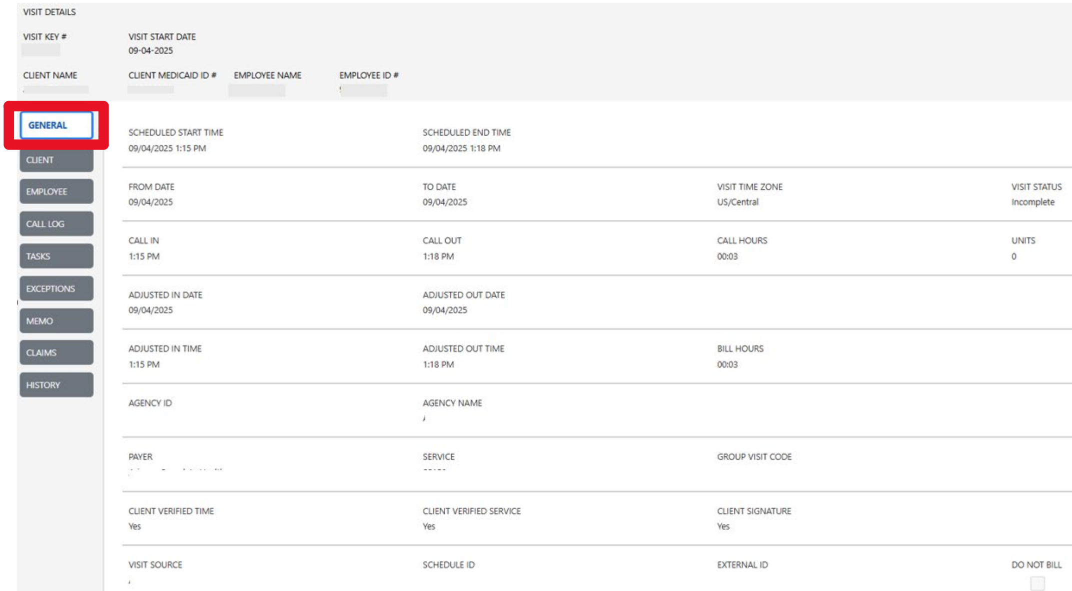
3.2. Visit Details Screen

To view the **Visit Details**, user will select the relevant row from the results list corresponding to the visit they intend to review.

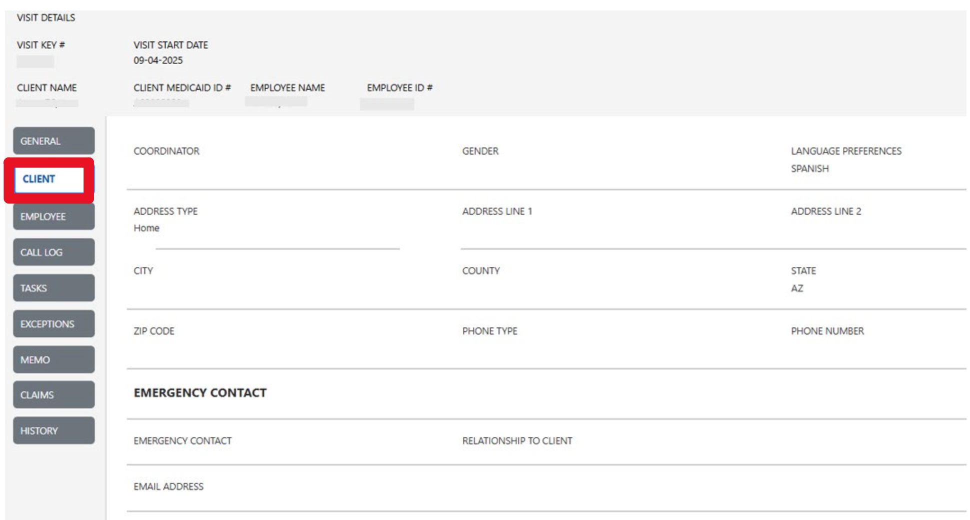
Double clicking row from results list will bring user to **Visit Details/Visit Detail Tabs.**

The Visit Detail Tabs allow users to view specific information related to a visit. This includes general details, client, employee, call log, tasks, exceptions, memo, claims, and history.

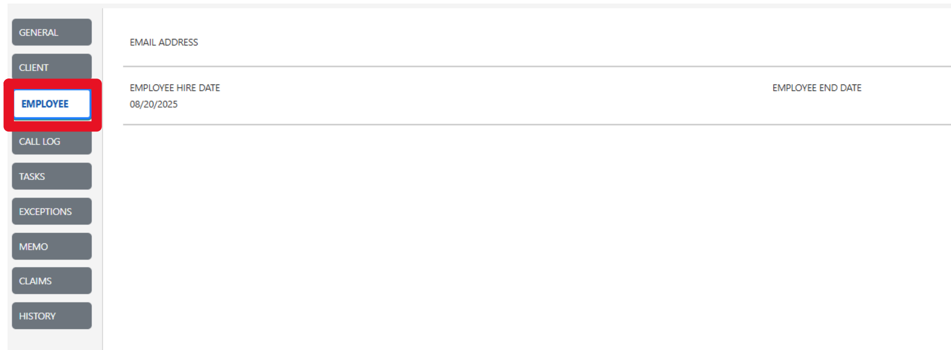
The **General** tab displays an overview of the visit's key information. This includes the scheduled and actual start and end times, adjusted times, visit status, time zone, call and bill hours, and units. It also provides client verification details, such as whether the service was verified and if a client signature was captured. Additional fields include payer, service, agency ID and name, group visit code and visit source. This tab helps users quickly review the core details of a visit.



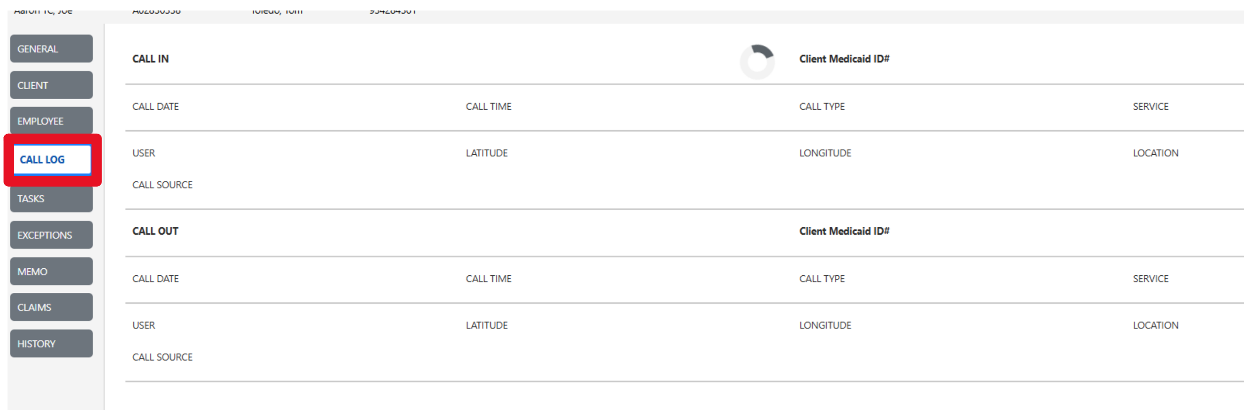
The **Client** tab provides key client information, including coordinator, gender, language preference, address, and phone details. It also lists emergency contact information such as name, relationship, and email.



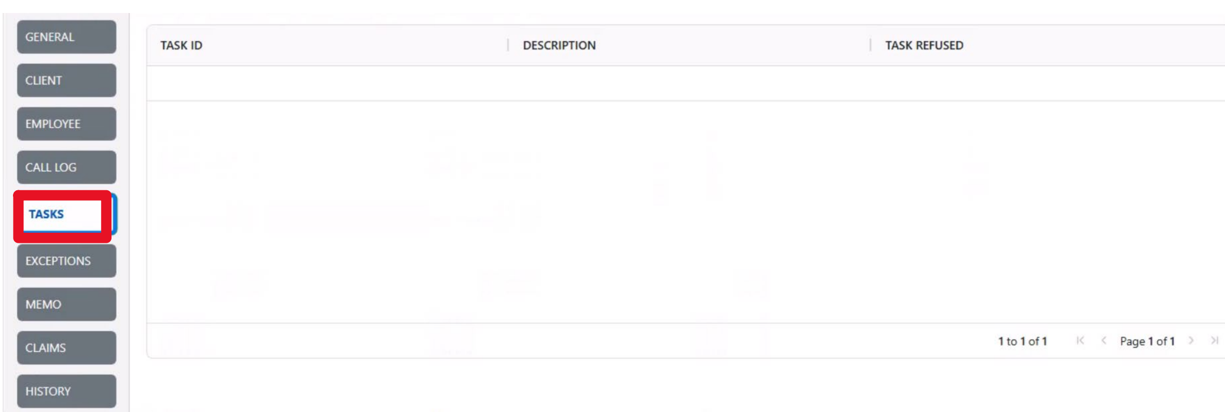
The **Employee tab** displays key employee details related to the visit, including the employee's email address, hire date, and end date.



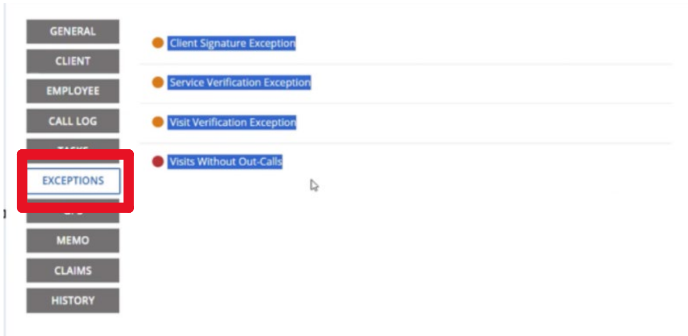
The **Call Log** tab records call date, time, type, service, user, call source, and location information (latitude and longitude).



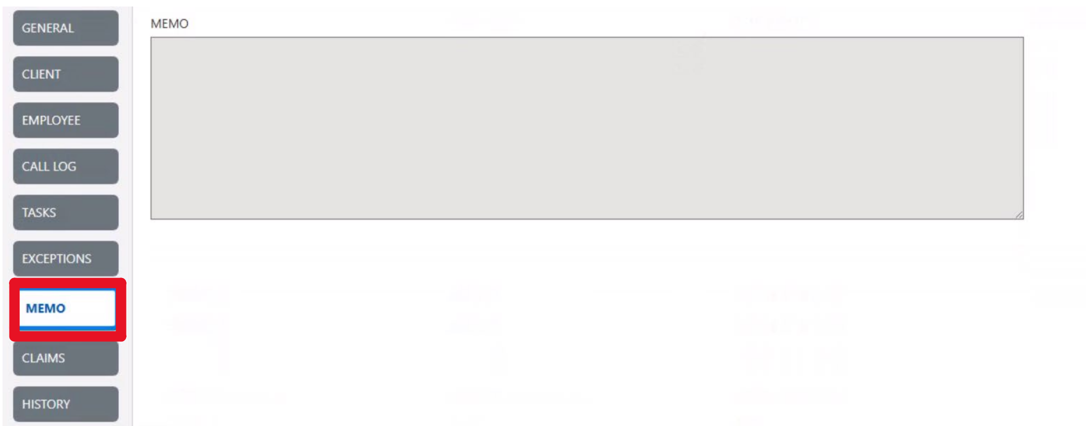
The **Tasks** tab records the Task ID, Description, and whether the task was refused.



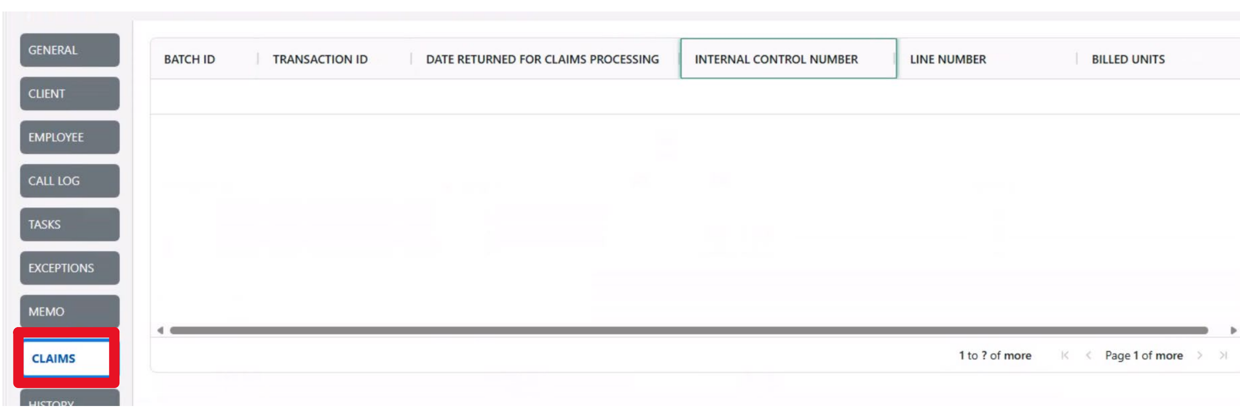
The **Exceptions** tab shows exceptions that prevent a visit from being billable or ready for claims validation or will have ‘no exceptions found’.



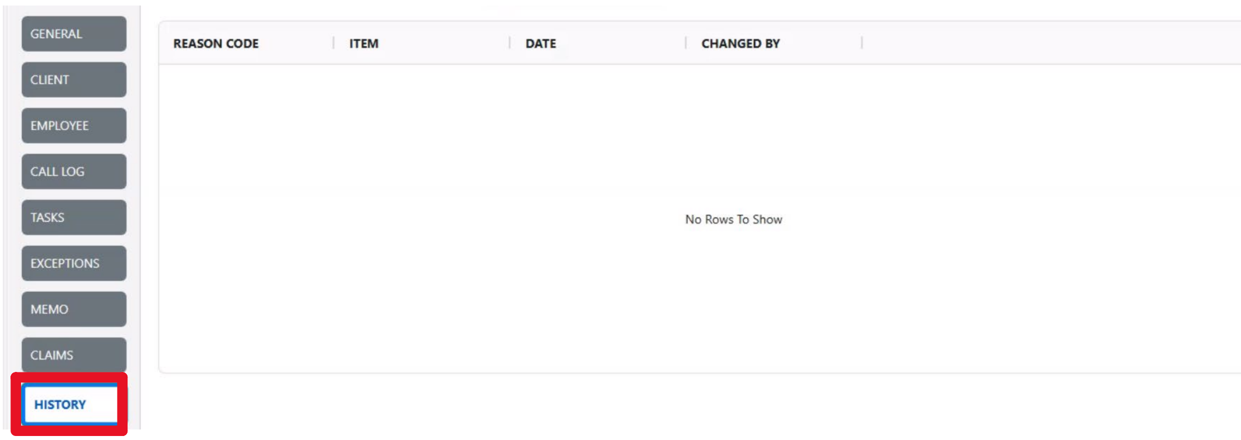
The **Memo** tab displays memos for a visit.



The **Claims** tab shows when a visit is returned to the claims adjudication system, the data is logged and displayed on this screen for reference.

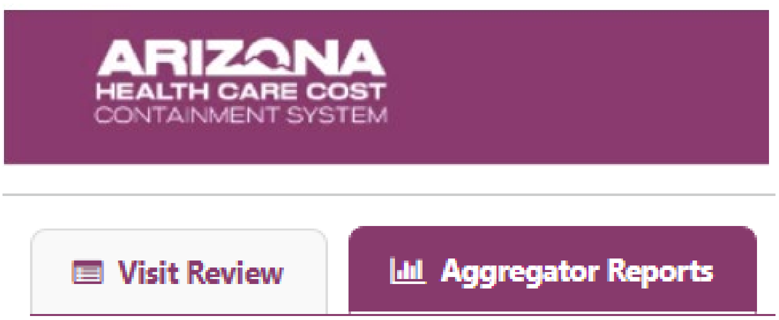


The **History** tab displays all manual changes made to the visit along with the reason code, date, and user that made change.



4. Aggregator Reports

The Aggregator offers a variety of different reports that allow users to review detailed information about clients, employees and visits. The following section lists the reports available to Providers (as applicable), along with a brief description of each report and the filters that can be applied. To access Aggregator Reports, users will select Aggregator Reports tab in the ServiceNow User Interface EVV screen.



4.1. Claims Validation Rejection

This report lists all claim validation requests that did not pass the validation process. Users may perform a search using filters, to refine results and retrieve the required data.

Available Parameters to filter:

- Report Date
- Provider Medicaid ID - Replacing current Provider Name/Account parameter.
- Service

4.2. Visit Claims Verification Status

This report lists all visits within the selected date range and shows the most recent date and time each visit was matched and returned. All visits included in this report will display a status of *Processed*. Users may perform a search using filters, to refine results and retrieve the required data.

Available Parameters to filter:

- Visit Start Date
- Visit Start Time
- Provider Medicaid ID - Replacing current Provider Name/Account parameter.
- Client Name
- Client Medicaid ID
- Service

4.3. Client Listing

This report lists all the clients from the Aggregator system with the associated information. Users may perform a search using filters, to refine results and retrieve the required data.

Available Parameters to filter:

- Provider Medicaid ID - Replacing current Provider Name/Account parameter.
- Client Name
- Client Medicaid ID

4.4. Employee Listing

This report shows all employees by Provider Medicaid ID. Users may perform a search using filters, to refine results and retrieve the required data.

Available Parameters to filter:

- Provider Medicaid ID - Replacing current Provider Name/Account parameter.
- Employee Name

4.5. Call Summary

This report shows all calls in the Aggregator system. Users may perform a search using filters, to refine results and retrieve the required data.

Available Parameters to filter:

- Visit Start Date
- Visit Start Time
- Provider Medicaid ID - Replacing current Provider Name/Account parameter.

- Client Name
- Client Medicaid ID
- Service
- Employee Name

4.6. Provider Listing

This report shows basic provider information.

Available Parameters to filter:

- Provider Medicaid ID - Replacing current Provider Name/Account parameter.

4.7. Visit Listing

This report lists all visits for a selected time span across all agencies. Users may perform a search using filters, to refine results and retrieve the required data.

Available Parameters to filter:

- Visit Start Date
- Visit Start Time
- Provider Medicaid ID - Replacing current Provider Name/Account parameter.

4.8. Visit Verification

This report shows information about specific visits. Users may perform a search using filters, to refine results and retrieve the required data.

Available Parameters to filter:

- Visit Start Date
- Visit Start Time
- Provider Medicaid ID - Replacing current Provider Name/Account parameter.
- Client Name
- Client Medicaid ID
- Service
- Employee Name

4.9. Visit Verification Details

This report displays information about how the visits are verified either manually or automatically for the verified visits from the Aggregator system for the given set of parameters. Users may perform a search using filters, to refine results and retrieve the required data.

Available Parameters to filter:

- Visit Start Date
- Visit Start Time
- Provider Medicaid ID - Replacing current Provider Name/Account parameter.
- Service

4.10. Visit Verification Summary

This report displays visit verification statistics. The report allows the users to compare the number of automatically verified visits versus manually confirmed visits across providers. The report also displays a visit count for all pending verifications as well as scheduled visits Users may perform a search using filters, to refine results and retrieve the required data.

Available Parameters to filter:

- Visit Start Date
- Visit Start Time
- Provider Medicaid ID - Replacing current Provider Name/Account parameter.
- Service

4.11. Client Visit Summary

This report shows all visits for a client. Users may perform a search using filters, to refine results and retrieve the required data.

Available Parameters to filter:

- Visit Start Date
- Provider Medicaid ID - Replacing current Provider Name/Account parameter.
- Client Name
- Client Medicaid ID
- Service
- Employee Name

4.12. Detail Visit Status

This report shows visit details for a client. Users may perform a search using filters, to refine results and retrieve the required data.

Available Parameters to filter:

- Visit Start Date
- Visit Start Time
- Provider Medicaid ID - Replacing current Provider Name/Account parameter.
- Visit Status

4.13. Summary Visit Status

This report is a summary of the status of all visits for a selected date range.

Available Parameters to filter:

- From Date
- To Date
- From Time
- To Time
- Provider Medicaid ID - Replacing current Provider Name/Account parameter.

4.14. Visit Log

This report shows all visits associated with each client within the given date range. Users may perform a search using filters, to refine results and retrieve the required data.

Available Parameters to filter:

- Visit Start Date
- Visit Start Time
- Provider Medicaid ID - Replacing current Provider Name/Account parameter.
- Client Name
- Client Medicaid ID
- Service
- Employee Name

4.15. Visit Verification Activity Summary

This report shows a list of modifications for each visit. Only the modified visits are included in this report. Users may perform a search using filters, to refine results and retrieve the required data.

Available Parameters to filter:

- Visit Start Date
- Visit Start Time
- Provider Medicaid ID - Replacing current Provider Name/Account parameter.
- Client Name
- Client Medicaid ID
- Service
- Employee Name

4.16. Visit Verification Exception

This report details the various exceptions found in visit verification and lists visits by each exception type. Users may perform a search using filters, to refine results and retrieve the required data. Users may perform a search using filters, to refine results and retrieve the required data.

Available Parameters to filter:

- Visit Start Date
- Visit Start Time
- Provider Medicaid ID - Replacing current Provider Name/Account parameter.
- Client Name
- Client Medicaid ID
- Service
- Employee Name

4.17. Daily Visits Over X Hours With Live In Caregiver Relationship

This report contains summarized information about the daily visits over requested hours along with the live-in caregiver relationship information. The visits are summarized by Provider Medicaid ID, Employee SSN, Client Medicaid ID and the service. Drilling down on a row will display the visit details. Users may perform a search using filters, to refine results and retrieve the required data.

Available Parameters to filter:

- Visit Start Date
- Provider Medicaid ID
- Client Medicaid ID
- Employee SSN
- Employee Name
- Service

4.18. Weekly Visits Over XX Hours with Live-in Caregiver Relationship – Previous Week

This report contains summarized information about the weekly visits over requested hours for the previous week along with the live-in caregiver relationship information. The visits are summarized by Provider Medicaid ID, Employee SSN, Client Medicaid ID and the service. Drilling down on Total Visits column will display the visit details. Users may perform a search using filters, to refine results and retrieve the required data.

Available Parameters to filter:

- Visit Start Date
- Provider Medicaid ID
- Client Medicaid ID
- Employee SSN
- Employee Name
- Service

4.19. Visit Verification Activity Summary

This report shows a list of modifications for each visit. Users may perform a search using filters, to refine results and retrieve the required data.

Available Parameters to filter:

- Visit Start Date
- Visits Start Time
- Provider Medicaid ID - Replacing current Provider Name/Account parameter.
- Client Name

- Client Medicaid ID
- Service
- Employee Name

5. Helpdesk Ticket

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 at the new helpdesk to streamline the response process.