



We also value the insights, updates, and constructive dialogue shared each month. While some activities naturally experience quieter periods, this reflects the normal rhythm of a complex, evolving program. What matters most is maintaining clear, timely communication when key developments or decisions arise.

Customer Service System (CSS) - New Updates launching May 4, 2026

Beginning **May 4, 2026**, the AHCCCS Solutions Center will become the primary way to submit and manage many general provider service requests that are currently handled through shared email inboxes. Requests that may previously have required a phone call or email—such as claims, billing, and other general inquiries—will be submitted and tracked through the AHCCCS Solutions Center.

Electronic Visit Verification (EVV) - new report available

If you do not have access to the AHCCCS aggregator, you can find directions on how to gain access on the EVV website at www.azahcccs.gov/evv under AHCCCS Aggregator.

We will share updates and training opportunities as new tools roll out. If you have any questions or comments about the MES Modernization Program, please submit them [here](#) or type the link in your browser:
<https://forms.office.com/r/HpAnSQvXdK>

Together, we are building a stronger, more efficient system to serve Arizona's communities!