

ARIZONA

HEALTH CARE COST

CONTAINMENT SYSTEM

Medicaid Enterprise System

(MES) Modernization Program

The **AHCCCS MES Modernization Program** continues to transform agency systems and enhance operations to better meet the needs of Arizona residents and strengthen local communities. This modernization effort focuses on upgrading outdated technology, streamlining everyday processes, creating a solid platform for future advancements, and improving access to and usability of important data. Here are this week’s updates:

Electronic Data Interchange (EDI)

On March 1st, 2026, the EDI internal translator was upgraded, and transactions were processed as expected. This milestone represents a major step forward in modernizing AHCCCS systems and improving efficient data exchange.

The first key success was a smooth cutover and minimal interruption to business. In the first week, transactions had a high acceptance rate with few data rejections, confirming the strength of the mapping, validation logic, and partner testing. The second success was the strong collaboration between AHCCCS and our trading partners. Daily meetings and clear escalation paths helped post-implementation issues get resolved quickly.

Program Integrity (PI)

Updates to AHCCCS Systems Enhancements: FWA Finder® and Case Manager

For years, AHCCCS and the Office of Inspector General (OIG) have remained committed to protecting the Arizona Medicaid program, even while navigating the real limitations of older technology. Despite these challenges, Arizona has consistently uncovered fraud, waste, and abuse through the expertise and dedication of its investigators and staff. This strong track record is something the state is proud of—but it also revealed a clear opportunity: with better tools, AHCCCS could do even more to safeguard member services, taxpayer funds, and provider integrity.

This is why AHCCCS is implementing major enhancements to its program integrity systems. Supported through enhanced federal funding from the Centers for Medicare & Medicaid Services (CMS), these upgrades ensure the state is using technology that meets the highest national standards for oversight. CMS requires that modern systems help states identify suspicious billing patterns, validate claims, and maintain strong controls. The FWA Finder® and Case Manager systems both meet those expectations, and AHCCCS has worked closely with project vendors to ensure every requirement is fully addressed before the **March 31, 2026**, go-live.

For providers, members, and the community, these enhancements represent meaningful progress. The new systems greatly strengthen AHCCCS’ internal capabilities including clearer case workflows, faster data retrieval and more precise analytics—all on a single platform. These improvements ultimately support quicker decision-making, more consistent oversight, and better transparency into how claims and cases move through their respective processes.

Most importantly, these enhancements reinforce AHCCCS’ long-standing commitment to program integrity. Arizona has been a national leader in responding to fraud and emerging schemes, and the modernized systems amplify that work. With better tools, investigators can detect issues earlier, identify concerning claims on the front end, act more efficiently, and ensure Medicaid resources are used appropriately to support the individuals and families who rely on them. This modernization is more than a technical upgrade—it is an investment in strengthening trust, protecting taxpayer dollars, and supporting a system that works for everyone. AHCCCS is proud to take this next step in advancing program integrity for Arizona.

Customer Service System (CSS)

At the end of April 2026, AHCCCS will soon introduce a new way to communicate and share information through the Customer Service System (CSS), available via the AHCCCS Solutions Center.

CSS modernizes the communication process while preserving the trusted experience of working with AHCCCS. The information provided will continue to be reviewed and managed by knowledgeable AHCCCS staff, with the same care, attention, and follow-through that Providers and Health Plans expect. At the same time, members and the public will have improved access to submit Fraud, Waste, and Abuse (FWA) referrals, and Provider Enrollment and Provider Services enhancements within the AHCCCS Solutions Center will further centralize provider requests and access management. These updates are designed to better support users and improve consistency, visibility, and responsiveness over time.

Stay Connected!

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!