



Medicaid Enterprise System (MES) Modernization Program



The **AHCCCS Solutions Center (CSS)** is delivering strong early results, improving how teams and external partners engage with AHCCCS through a more streamlined and transparent experience. Internally, Operations teams are already benefiting from centralized workflows that simplify provider inquiry handling, improve communication, and increase visibility across cases.

To date, CSS has supported significant activity, including:

- **226 Fee-for-Service Management cases**
- **218 Fraud, Waste, and Abuse cases**
- **195 Office of Inspector General cases**
- **667 Member and Provider Services cases**

Externally, engagement continues to grow as users adopt the new platform. Over 2,000 users have successfully verified their identity through ID.me, while the Provider User Guide and Onboarding User Guide have received 2,408 and 934 views, respectively.

Users are leveraging training resources, including guides and videos, and the call center is actively assisting users with questions, helping ensure a smooth transition to the AHCCCS Solutions Center.

In case you missed our previous emails, all information on MES Modernization can be found [here](https://www.azahcccs.gov/AHCCCS/Initiatives/MES/) (<https://www.azahcccs.gov/AHCCCS/Initiatives/MES/>).

And, if you receive any questions not answered in the newsletter, please direct questions to the public feedback form: <https://forms.office.com/r/HpAnSQvXdK>

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