

Medicaid Enterprise System (MES) Modernization Program



As August draws to a close, many of us in Arizona are starting to see a welcome hint of relief from the summer heat. While the temperatures may still have a few surprises in store, there is something encouraging about knowing that cooler days are on the horizon. In many ways, that same sense of momentum can be felt across AHCCCS as teams continue making meaningful progress on MES Modernization.

The past several months have required an extraordinary amount of dedication, collaboration, and problem-solving from colleagues across the agency. Balancing day-to-day responsibilities while supporting transformational initiatives is no small task, and the commitment being demonstrated throughout AHCCCS has been remarkable. Thanks to that collective effort, important milestones have been achieved, challenges have been addressed, and we continue moving steadily toward a modernized system that will better support members, providers, and staff.

AHCCCS Solutions Center Update

The new "Access to Care/Eligibility" form is now live on the AHCCCS Solutions Center. This form is accessible to all users, whether logged in or not, from the website's top menu bar. The portal will continue to support how you submit and manage all other requests, and all other functionalities remain the same.

No action is required at this time.

Program Integrity

On June 29, 2026, AHCCCS launched Alivia 360, an advanced analytics solution designed to improve claims accuracy, strengthen program integrity, and support providers through enhanced claim review processes.

<https://www.azahcccs.gov/shared/News/GeneralNews/AHCCCSLaunchesNewAnalyticsTool.html>

New claim edits continue to be added each month, and detailed emails regarding these edits have been distributed to our Fee-For-Service Providers. Visit the [Claims Customer Service](#) page if you have questions or need assistance.

H.R. 1 Community Awareness Campaign Update

AHCCCS has partnered with a Phoenix-based marketing & public relations firm to create an informative community awareness campaign targeted at members who are facing new obligations around H.R. 1 work and community engagement and six-month eligibility redeterminations. It's critical that members understand what's required of them and help them navigate the compliance process. Based on stakeholder and member research conducted across Arizona, a comprehensive public awareness strategy has been designed to ensure members understand potential changes related to H.R. 1 and know where to turn for accurate information and support. The campaign is built around clear, plain-language communications that answer three essential questions: What is changing? Does it apply to me? What do I need to do?

To reach members wherever they are, a coordinated, statewide outreach effort will be deployed that includes member notices, a dedicated website and self-screening tool (KeepMyAHCCCS.com), social media, paid and earned media, instructional videos, FAQs, text and email reminders, community-based outreach, and provider & partner toolkits. The campaign also places a strong emphasis on accessibility and trusted support, using multilingual materials, culturally responsive resources, tribal outreach, and collaborations with health plans, providers, community organizations, and assistors. By combining consistent messaging with practical tools and human assistance, AHCCCS is working to help members understand their status, avoid unnecessary concern, and confidently take any actions needed to maintain their healthcare coverage.

In case you missed our previous emails, all information on MES

Modernization can be found [here](#)

(<https://www.azahcccs.gov/AHCCCS/Initiatives/MES/>).

If you have a question 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!***