



ARIZONA

HEALTH CARE COST CONTAINMENT SYSTEM

AHCCCS Solutions Center

Provider Admins and Managers

Agenda

What is Changing?

Requesting Admin Access

Requesting Manager Access

Approving and Rejecting Requests

Managing Access

Getting Help



Provider Admins and Managers

What can we do and how do we do it?

- This training supplements the content of the **Getting Started with AHCCCS Solutions Center for Providers**, which covered onboarding steps, selecting your role, and requesting delegate access.
- Before you can perform the actions described in this webinar, you will need to set up an AHCCCS Solution Center Account and an ID.me account.
- Resources to get help are at the end of this presentation.



What is Changing?

Provider Delegate Access

- Our delegate solution empowers providers to control who has access to their data and services.
- Each provider will need Authorized Users (Admins, Managers, & Delegates) who can act on their behalf. Admins and Managers can manage other Authorized Users. Delegates can act on behalf of the provider for specific services.
- Users will need to be approved as an Authorized User and for services to submit related forms for that provider (e.g., Appeals and Hearings for Banner).



Admins, Managers, and Delegates

Capability	Admin	Manager	Delegate
Serve as provider access authority	✓	✗	✗
Can request access to specific services for a provider	✓	✓	✓
Has access to submit all forms on behalf of an approved provider	✓	✓	✗ (only for approved services)
Can view organization and user information associated with a provider	✓	✓	✓
Can approve or reject Admin or Manager requests	✓	✗	✗
Can approve or reject Delegate requests	✓	✓	✗
Can assign, update, or remove user roles or approved services for a provider	✓	✓ (only for Delegates)	✗



Requesting Admin Access

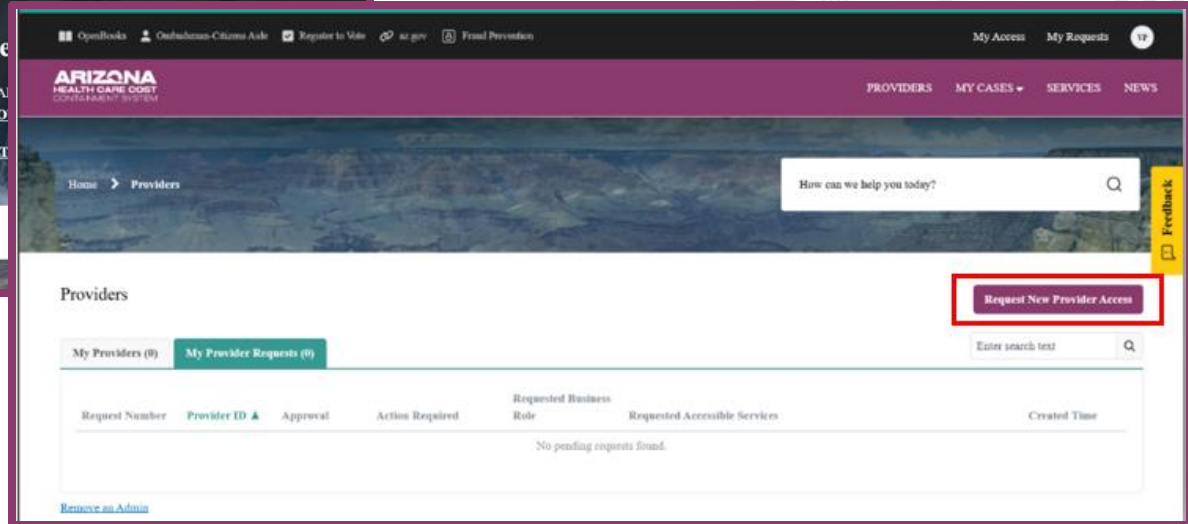
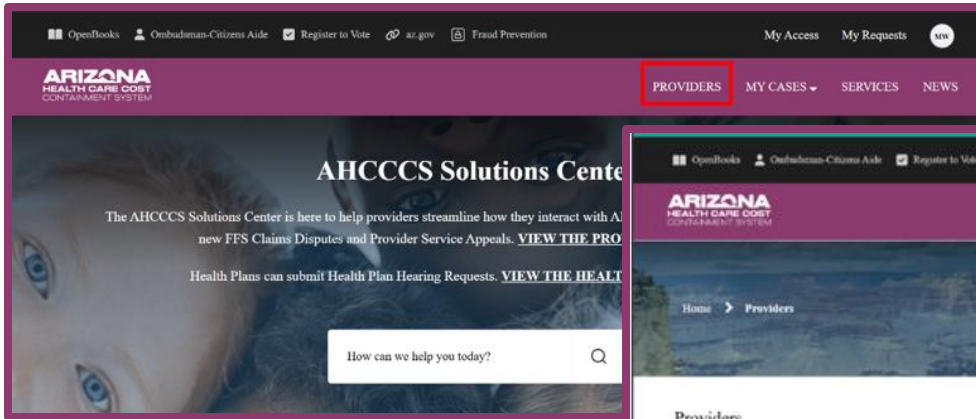
AHCCCS Provider Admins



- Provider Admins have full access to manage other provider users and their application access. They oversee access governance and confirm appropriate access controls are maintained.
- Provider Admins can:
 - Approve or reject access requests
 - Assign and update Manager and Delegate roles
 - Grant or modify application access
 - Revoke provider access
 - View all Delegate provider-related records, services, and users

How to Request Admin Access (1)

1. In the AHCCCS Solutions Center, click on the Providers link.
2. Click on Request New Provider Access.



How to Request Admin Access (2)

3. Enter the relevant Provider ID and select Admin as the Authorized User Business Role.

PROVIDER ID * AUTHORIZED USER BUSINESS ROLE * PROV: 777777

777777 Admin

You will have access to all available services.

Note: If the existing administrator does not act on the request within five (5) days, a confirmation code will be sent to APEP as a workaround. Contact your APEP Domain Administrator to request the APEP confirmation code for the provider.

How to Request Admin Access (3)

4. Click the I am not a robot checkbox to complete the requested Captcha (e.g., click on all the squares with motorcycles).
5. If desired, click on + Add Provider to submit an additional request. Different roles and access can be selected separately for each provider.
6. When all requests are complete, click on Submit Request(s) to send your request for approval from the existing Admin.

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PROVIDERS NEWS

request for this provider

Manager - Can approve/manage delegates, and has access to all accessible services for this provider.

Delegate - Cannot approve/manage any authorized users. Can request access to specific accessible services and act on behalf of the provider based on what they have been approved for.

PROVIDER ID * 444777 AUTHORIZED USER BUSINESS ROLE * Admin

ACCESSIBLE SERVICES - WHAT DO YOU NEED ACCESS TO? (MIN 1)

You will have access to all available services.

I'm not a robot

+ Add Provider

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PROVIDERS NEWS

PROVIDER ID * 444777 AUTHORIZED USER BUSINESS ROLE * Admin

ACCESSIBLE SERVICES - WHAT DO YOU NEED ACCESS TO? (MIN 1)

You will have access to all available services.

+ Add Provider

I'm not a robot

Note: If you cannot see the captcha above, please try clearing your browser cache and refreshing the page.

Cancel Submit Request(s)

If No Active Admin Exists

- If no Provider Admin exists for the Provider ID you entered, you will need to take additional steps to secure an APEP confirmation code.
- Your request will show **APEP Code Needed** in the list.

Providers Request New Provider Access

My Providers (0) **My Provider Requests (2)**

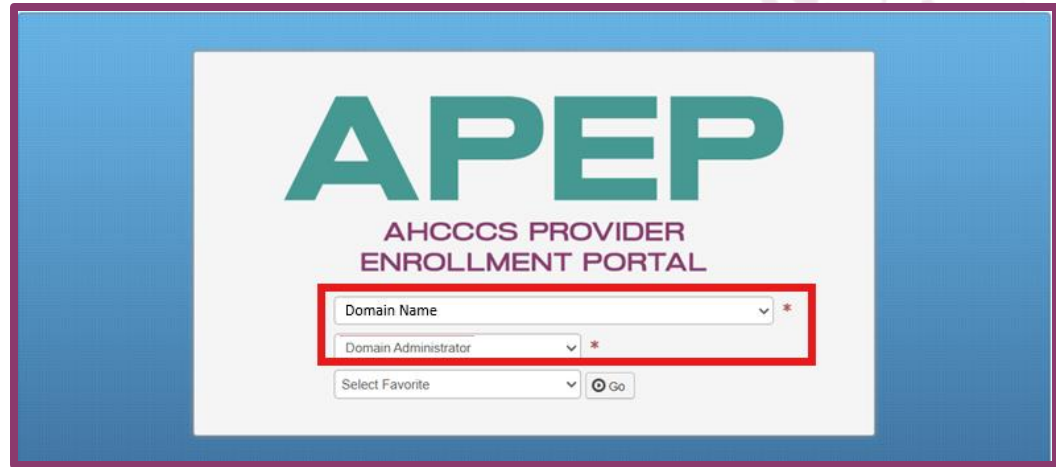
Request Number	Provider ID	Approval	Action Required	Requested Business Role	Requested Accessible Services	Created Time
PAL0001834	777777	○ Requested	▲ APEP Code Needed	Admin	✔ All Accessible Services	2026-04-17 06:37:23
PAL0001833	123456	○ Requested	▲ APEP Code Needed	Admin	✔ All Accessible Services	2026-04-17 06:36:28

« Prev **1** Next »

APEP Access Code Confirmation (1)

1. Contact your APEP Domain Administrator or log into APEP using the Provider and select Domain Administrator to get the APEP confirmation code.

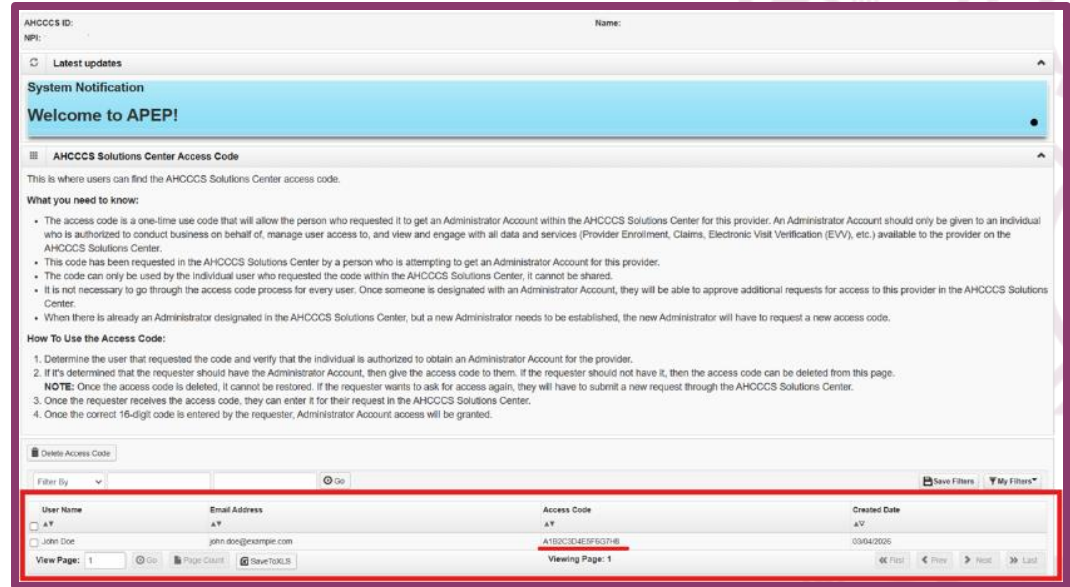
Note: Anyone with Domain Administrator access to the provider profile in APEP can access and provide the code. If you have APEP domain access for the provider, you may retrieve the code yourself.



The screenshot shows the APEP AHCCCS Provider Enrollment Portal. The page features the APEP logo in large green letters at the top. Below the logo, the text "AHCCCS PROVIDER ENROLLMENT PORTAL" is displayed in purple. The login form consists of three dropdown menus: "Domain Name", "Domain Administrator", and "Select Favorite". The "Domain Name" and "Domain Administrator" dropdowns are highlighted with a red rectangular border. To the right of the "Domain Name" dropdown is a red asterisk (*). Below the dropdowns is a "Go" button with a magnifying glass icon.

APEP Access Code Confirmation (2)

2. On the landing page in APEP, you or your Domain Administrator will see the request from the AHCCCS Solutions Center, including user name, email address, and the access code. Once you have the Access Code, continue below.



AHCCCS ID: _____ Name: _____
NPI: _____

Latest updates

System Notification
Welcome to APEP!

AHCCCS Solutions Center Access Code

This is where users can find the AHCCCS Solutions Center access code.

What you need to know:

- The access code is a one-time use code that will allow the person who requested it to get an Administrator Account within the AHCCCS Solutions Center for this provider. An Administrator Account should only be given to an individual who is authorized to conduct business on behalf of, manage user access to, and view and engage with all data and services (Provider Enrollment, Claims, Electronic Visit Verification (EVV), etc.) available to the provider on the AHCCCS Solutions Center.
- This code has been requested in the AHCCCS Solutions Center by a person who is attempting to get an Administrator Account for this provider.
- The code can only be used by the individual user who requested the code within the AHCCCS Solutions Center, it cannot be shared.
- It is not necessary to go through the access code process for every user. Once someone is designated with an Administrator Account, they will be able to approve additional requests for access to this provider in the AHCCCS Solutions Center.
- When there is already an Administrator designated in the AHCCCS Solutions Center, but a new Administrator needs to be established, the new Administrator will have to request a new access code.

How To Use the Access Code:

- Determine the user that requested the code and verify that the individual is authorized to obtain an Administrator Account for the provider.
- If it's determined that the requester should have the Administrator Account, then give the access code to them. If the requester should not have it, then the access code can be deleted from this page.
NOTE: Once the access code is deleted, it cannot be restored. If the requester wants to ask for access again, they will have to submit a new request through the AHCCCS Solutions Center.
- Once the requester receives the access code, they can enter it for their request in the AHCCCS Solutions Center.
- Once the correct 16-digit code is entered by the requester, Administrator Account access will be granted.

Create Access Code

Filter By: _____ Go

Save Filters My Filters

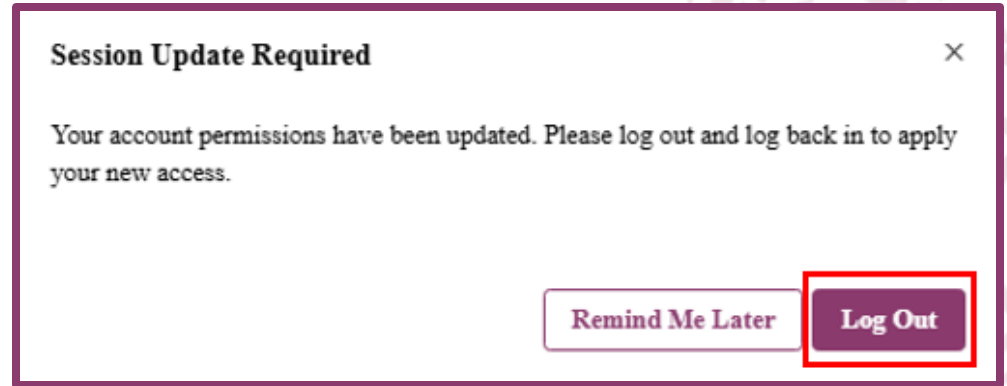
User Name	Email Address	Access Code	Created Date
<input type="checkbox"/> A7	A7	A7	A7
<input type="checkbox"/> John Doe	john.doe@example.com	<u>A1B2C3D4E5F6G7H8</u>	08/04/2026

View Page: 1 Go Page Count Save Tools

Viewing Page: 1 < First < Prev > Next > Last

APEP Access Code Confirmation (4)

5. After the correct APEP code is entered, a pop up will appear stating your permissions have been updated. Click Log Out so your account can be updated.



Note: You have five (5) attempts to enter the correct code; otherwise, your request will be cancelled, and you will need to resubmit.



Requesting Manager Access

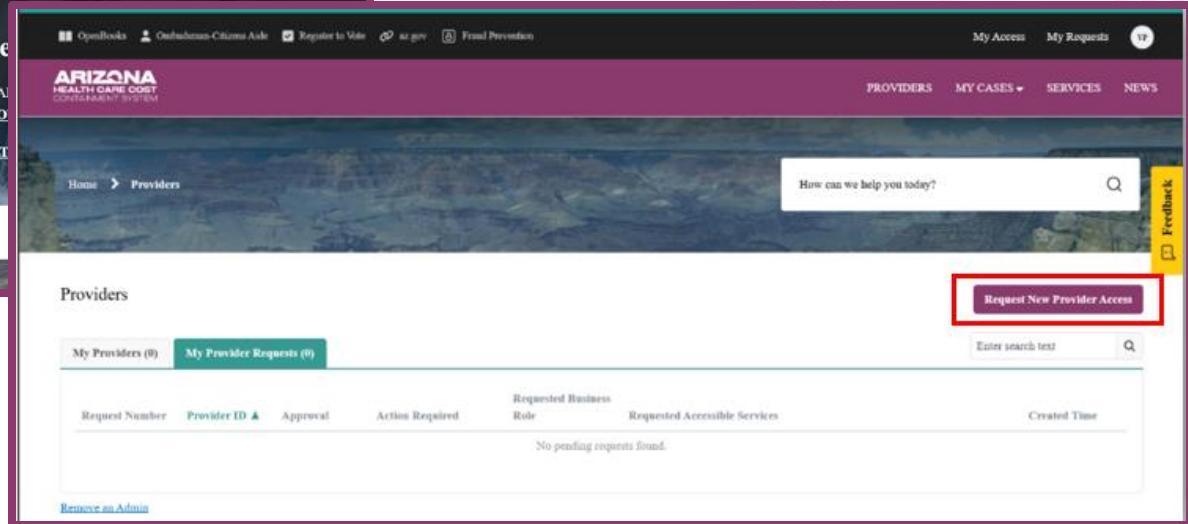
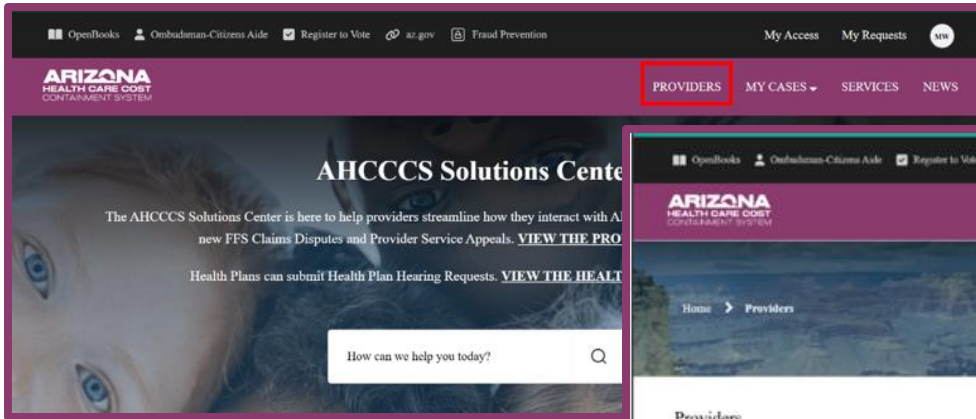
AHCCCS Provider Managers



- Provider Managers support provider operations by managing Delegate access.
- Provider Managers can:
 - Approve or reject Delegate access requests
 - Modify Delegate application access
 - Revoke Delegate access
 - View provider users and access details
- Provider Managers cannot manage Provider Administrators or other Managers.

How to Request Manager Access (1)

1. In the AHCCCS Solutions Center, click on the Providers link.
2. Click on Request New Provider Access.




How to Request Manager Access (2)


3. Enter the relevant Provider ID and select Manager as the Authorized User Business Role.


PROVIDER ID *

141083

AUTHORIZED USER BUSINESS ROLE *

PROV: 141083 

Manager 

 You will have access to all available services.

Note: If you see an error that no Provider Admin exists, inform the provider that a Provider Admin must be established. Managers cannot be approved until an Admin exists in the AHCCCS Solutions Center.

How to Request Manager Access (3)

4. Click the I am not a robot checkbox to complete the requested Captcha (e.g., click on all the squares with motorcycles).
5. If desired, click on + Add Provider to submit an additional request. Different roles and access can be selected separately for each provider.
6. When all requests are complete, click on Submit Request(s) to send your request for approval from the existing Admin.

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PROVIDERS NEWS

Request Manager - Can approve/manage delegates, and has access to all accessible services for this provider.

Delegate - Cannot approve/manage any authorized users. Can request access to specific accessible services and act on behalf of the provider based on what they have been approved for.

PROVIDER ID * 844777 AUTHORIZED USER BUSINESS ROLE * Admin

ACCESSIBLE SERVICES - WHAT DO YOU NEED ACCESS TO? (MIN 1)

I'm not a robot

+ Add Provider

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PROVIDERS NEWS

Request Manager - Can approve/manage delegates, and has access to all accessible services for this provider.

PROVIDER ID * 844777 AUTHORIZED USER BUSINESS ROLE * Admin

ACCESSIBLE SERVICES - WHAT DO YOU NEED ACCESS TO? (MIN 1)

You will have access to all available services.

+ Add Provider

I'm not a robot

Note: If you cannot see the captcha above, please try clearing your browser cache and refreshing the page.

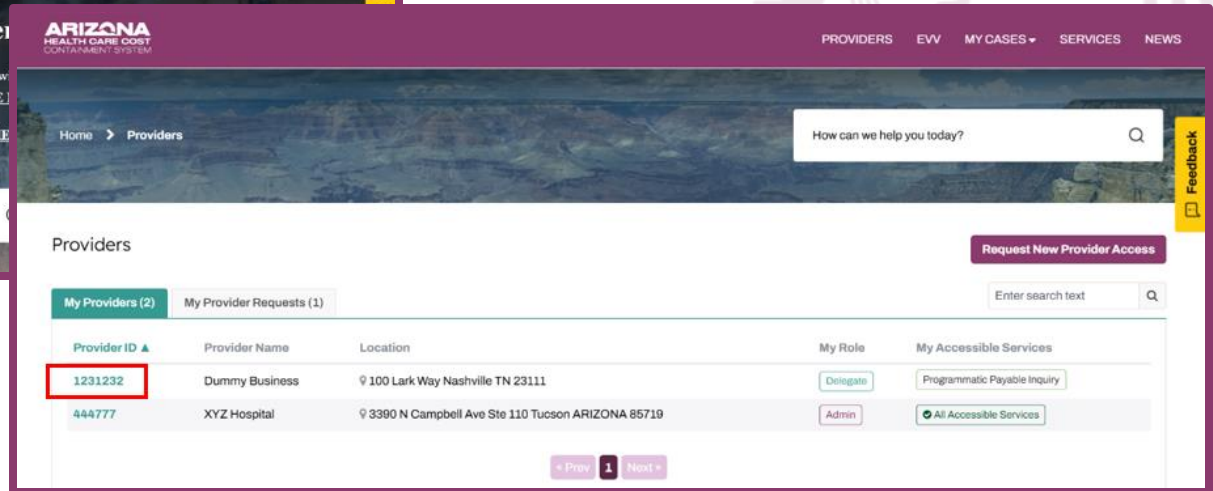
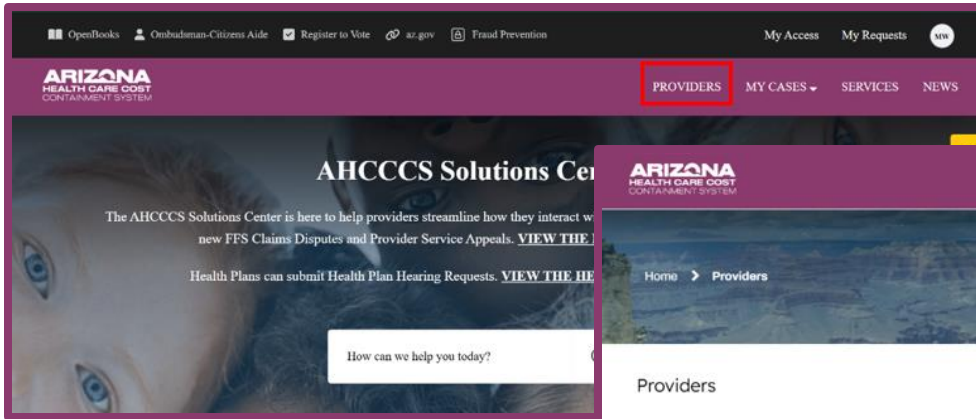
Cancel Submit Request(s)



Approving and Rejecting Requests

Approving and Rejecting Requests (1)

1. In the AHCCCS Solutions Center, click on the Providers link.
2. On the **My Providers** tab, click on the desired Provider ID.



Approving and Rejecting Requests (2)

3. Click on the Pending Access Requests tab

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PROVIDERS EVW MY CASES SERVICES NEWS

XYZ Hospital

Provider ID: 444777
3390 N Campbell Ave Ste 110 Tucson, ARIZONA

Approve Selected Reject Selected

Authorized Users (1) Provider Individuals (0) **Pending Access Requests (4)** Enter search text

REQUESTER	STATUS	REQUESTED ROLE	ACCESSIBLE SERVICES	LAST UPDATED
<input type="checkbox"/> Megan Weitzel	requested	Admin	All Apps Access	2026-03-20 09:00:10 AM
<input type="checkbox"/> VERONICA PERSINGER	requested	Admin	All Apps Access	2026-03-18 11:41:06 AM
<input type="checkbox"/> James Althers	requested	Delegate	Fee-For-Service Provider Claims Inquiry Provider Finance Form - Provider Registration Hospital and Health Care Investment Assessment	2026-03-19 01:14:52 PM
<input type="checkbox"/> Laura McLendon	requested	Manager	All Apps Access	2026-03-19 01:01:16 PM

Feedback

AZ

Approving and Rejecting Requests - Single

- Drill into a single record by clicking on the **Request Number**.
- Review the request details and click **Approve** or **Reject**.

REQUEST NUMBER	REQUESTER	STATUS	REQUESTED ROLE	ACCESSIBLE SERVICES	LAST UPDATED
PAL0001209	Caleb Hartman	requested	Manager	All Apps Access	2026-04-15 09:15:17 AM

PAL0001209

Responsibility	Manager	Provider ID	000047
Accessible Services	All Accessible Services	Provider	
Description	Caleb Hartman - Manager		
Opened	2026-03-20 07:39:08 PM	Opened By	Caleb Hartman
Approval	Requested	Requested For	Caleb Hartman
Actioned By	—	Actioned At	—

PAL0001199

Responsibility	Manager	Provider ID	444777
Accessible Services	All Accessible Services	Provider	
Description	Laura McLendon - Manager		
Opened	2026-03-19 01:01:15 PM	Opened By	Laura McLendon
Approval	Requested	Requested For	Laura McLendon
Actioned By	—	Actioned At	—



Approving and Rejecting Requests - Bulk

- Click on the checkbox next to each record you want to approve or reject.
- Select **Approve Selected** or **Reject Selected**.

Provider ID: 131086
PO Box 689022 Franklin, TENNESSEE

Approve Selected (2) **Reject Selected (2)**

? Authorized Users (3) ? Provider Individuals (0) **Pending Access Requests (3)** Enter search text 🔍

<input type="checkbox"/>	REQUEST NUMBER	REQUESTER	STATUS	REQUESTED ROLE	ACCESSIBLE SERVICES	LAST UPDATED ▼
<input checked="" type="checkbox"/>	PAL0001733	Toni Cody	requested	Manager	All Apps Access	2026-04-15 09:17:04 AM
<input checked="" type="checkbox"/>	PAL0001243	Barry Bonds	requested	Admin	All Apps Access	2026-04-15 09:15:20 AM
<input type="checkbox"/>	PAL0001244	Ray Man	requested	Manager	All Apps Access	2026-04-15 09:15:18 AM

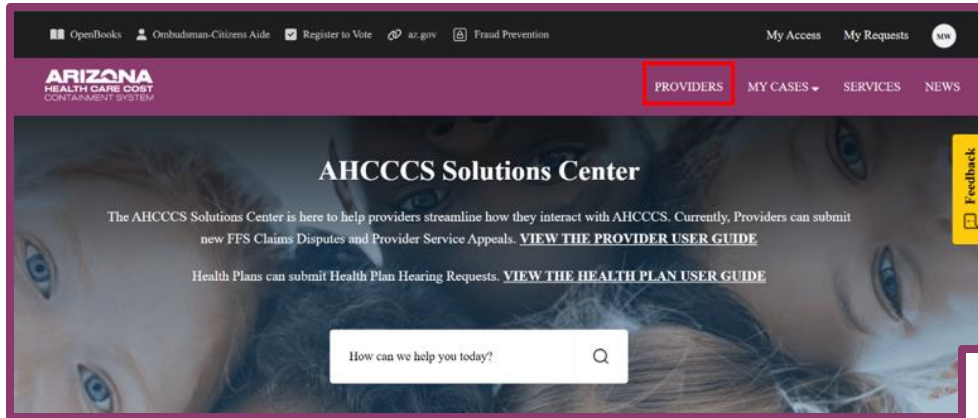
Feedback



Managing Access

Managing Access Options

1. In the AHCCCS Solutions Center, click on the Providers link.
2. Scroll to the bottom of the page to find links to manage access.



Your options will depend on your approved roles.

[Remove an Admin](#)

[Edit my provider access](#)

[Manage access for my provider's authorized users](#)

Remove an Admin

- Submit this form with the details of your request, including the name of the admin, their email address, the Provider they support, and the reason for removal.
- Removal of an admin must be approved by AHCCCS.

Remove an Admin from a Provider

Use this form to request the removal of an admin from a provider on the AHCCCS Solutions Center. Removing the admin will revoke all their privileges and access to data and services for that provider.

This may be necessary if the individual no longer works for the provider or should no longer have access to manage other authorized users for that provider.

Submission of this form does not guarantee removal. All requests will be reviewed by AHCCCS and may be approved or rejected at its discretion.

* Indicates required

*What is the name of the admin who needs to be removed?

*What is the email of the admin who needs to be removed?

*What is the provider ID of the provider in question?

*Reason for Removal

Edit My Provider Access

- Submit this form to request a change in your own role or services for a provider, including full removal of your access.
- Requests must be approved by an Admin or Manager.

Change My Provider Access

Use this form to request changes to your own access as an authorized user or provider individual. Unless you are currently an Admin, this request **must be approved** by another Admin or Manager associated with the selected provider before it takes effect.

Authorized User Business Roles:

- **Admin** – Has full access to the provider data and all associated authorized users. Admins can approve all Business Roles (Admins, Managers, and Delegates), manage Managers and Delegates, and access all data and services on behalf of the provider.
- **Manager** – Can approve and manage Delegates and access all data and services on behalf of the provider.
- **Delegate** – Cannot approve or manage authorized users. Delegates may request access to specific services and data and act on behalf of the provider based on their approved Accessible Services.

Accessible Services:

Accessible Services determine which data and services an authorized user can access for a provider.

Edit My Provider Access (2)

- As an Admin or Manager, you may change your role or remove your access from a provider.
- If you modify your role to Delegate, you will have the option to update your accessible services for the indicated provider.

***Provider**

i 131086 x v

My Current Access

My Current Business Role i Admin v

My Current Accessible Services All Accessible Services

Request Changes

Change Business Role

Revoke My Access to this Provider Completely

Manage Access for my Authorized Users (1)

1. Select Manage access for my provider's authorized users.
2. The drop menu will display all providers for whom you are an admin or manager.

Note: There is also a **Manage My Team's Access** button on the profile of each Authorized User.

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Manage Access for my Provider's Authorized Users

Use this form to manage access for authorized users and provider individuals. Authorized users may be assigned one of the following **Business Roles**: **Admin**, **Manager**, or **Delegate**.

Authorized User Business Roles:

- **Admin** – Has full access to the provider data and all associated authorized users. Admins can approve all Business Roles (Admins, Managers, and Delegates), manage Managers and Delegates, and access all data and services on behalf of the provider.
- **Manager** – Can approve and manage Delegates and access all data and services on behalf of the provider.
- **Delegate** – Cannot approve or manage authorized users. Delegates may request access to specific services/data and act on behalf of the provider based on their approved accessible services.

Accessible Services:
Accessible Services determine which data and services that authorized users can access for a provider.

* Indicates required

Provider & User Selection
*Select a Provider

[Remove an Admin](#)
[Edit my provider access](#)
[Manage access for my provider's authorized users](#)


Submit




Feedback

Manage Access for my Authorized Users (2)




3. Select a Provider to see a list of Authorized Users.
4. Select the user whose permissions you wish to edit.
5. View the current role and available services.

Provider & User Selection

*Select a Provider 



 007361  

*Select an Authorized User of this Provider

 Bowen Higgins  

Current Access

Authorized User's Current Business Role

 Delegate 

Authorized User's Current Accessible Services

Pre-admission Screening Resident Review Level1
Provider Adverse Action Appeals

Changes

Change Authorized User's Business Role

Change Authorized User's Accessible Services

Revoke Selected Authorized User's Access to this Provider Completely

Change Authorized User's Business Role

- Only Admins may directly change an Authorized User's role.

Changes

Change Authorized User's Business Role

Only Admins can change an Authorized User's business role.

- Admins may change any Authorized User to any other role (Admin, Manager, or Delegate).

Changes

Change Authorized User's Business Role

Select Business Role

Admin

Manager

Change Authorized User's Accessible Services

- Admins and Managers can directly add or remove the accessible services for Authorized Users.
- Managers may only modify services for Delegates.

Change Authorized User's Accessible Services

Select Accessible Services

1. Use the search boxes to find items in the lists.
2. Select one or more items in a list, then use the arrows to move them: **>** add, **>>** add all, **<** remove, **<<** remove all.
3. You can also double-click an item to move it between lists.

Available 6		Selected 8
<input type="text" value="Filter available..."/>		<input type="text" value="Filter selected..."/>
DD-THP/ALTCS Provider Service Communication Form Electronic Data Interchange Electronic Visit Verification Health Plan Hearing Request Pre-admission Screening Resident Review Level1 Programmatic Payable Inquiry	<p>></p> <p>>></p> <p><</p> <p><<</p>	Fee-For-Service Provider Claims Inquiry Provider Adverse Action Appeals Provider Enrollment Assistance Form Fee-For-Service Provider Prior Authorization Inquiry Health Plan Provider Inquiries American Indian Medical Home (AIMH) Support FFS Provider Claims Dispute Provider Finance Form - Provider Registration Hospital e

Revoking Authorized User's Access

- Admins and Managers can remove all services and roles from an Authorized User.
- Check the box and hit **Submit**.

Changes

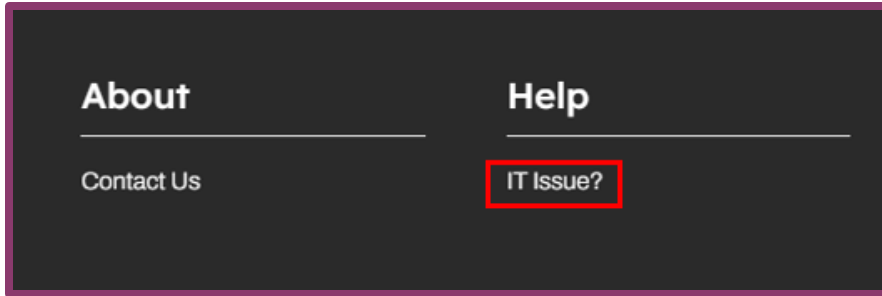
- Change Authorized User's Business Role
- Change Authorized User's Accessible Services
- Revoke Selected Authorized User's Access to this Provider Completely



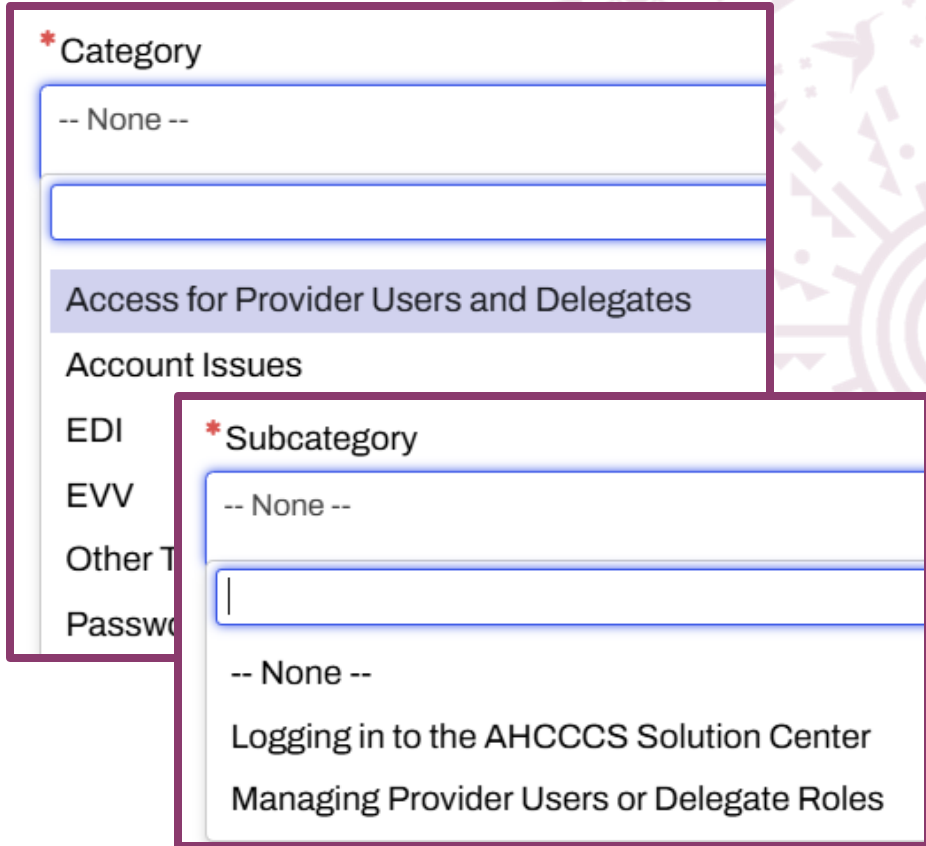
Getting Help

Getting Help: AHCCCS Solutions Center

- Scroll to the bottom of the page and click on **IT Issue?**

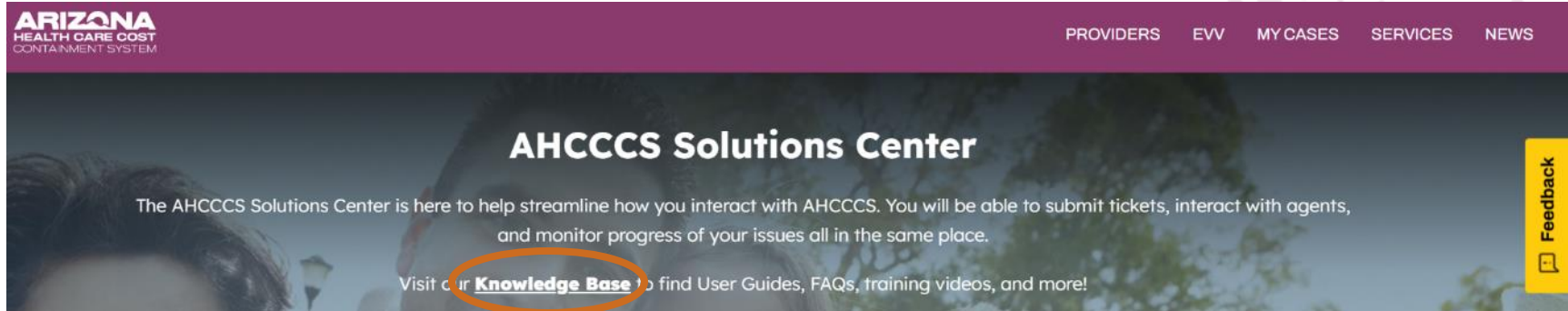


- If possible, log in first.
- Pick the appropriate category.



AHCCCS Solutions Center User Guides and Supplemental Training

- User Guides, training videos, and additional materials will be available in the AHCCCS Solutions Center on May 4, 2026.



The screenshot shows the top navigation bar of the AHCCCS Solutions Center website. The header is purple with the Arizona Health Care Cost Containment System logo on the left and navigation links for PROVIDERS, EVV, MY CASES, SERVICES, and NEWS on the right. Below the header, the main content area features a dark background with a person's face. The title "AHCCCS Solutions Center" is prominently displayed. A paragraph of text describes the center's purpose: "The AHCCCS Solutions Center is here to help streamline how you interact with AHCCCS. You will be able to submit tickets, interact with agents, and monitor progress of your issues all in the same place." Below this, a line of text says "Visit our **Knowledge Base** to find User Guides, FAQs, training videos, and more!". The "Knowledge Base" text is circled in orange. On the right side of the main content area, there is a yellow vertical button with a speech bubble icon and the word "Feedback".

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PROVIDERS EVV MY CASES SERVICES NEWS

AHCCCS Solutions Center

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Visit our **Knowledge Base** to find User Guides, FAQs, training videos, and more!

Feedback