

The logo for the Arizona Health Care Cost Containment System (AHCCCS) is a circular emblem on the left side of the slide. It features a variety of symbols including a mountain range, a sun, a cactus, a hand, a gear, and a fish, all rendered in a stylized, geometric manner. The emblem is set against a dark green background.

ARIZONA

**HEALTH CARE COST
CONTAINMENT SYSTEM**

Getting Started with the AHCCCS Solutions Center

Providers

Agenda

[What is the AHCCCS Solutions Center?](#)

[I Am New to the AHCCCS Solutions Center](#)

[ID.me Authentication & Identity Proofing](#)

[Selecting A Role](#)

[Requesting Delegate Access](#)

[Finding Provider Forms](#)

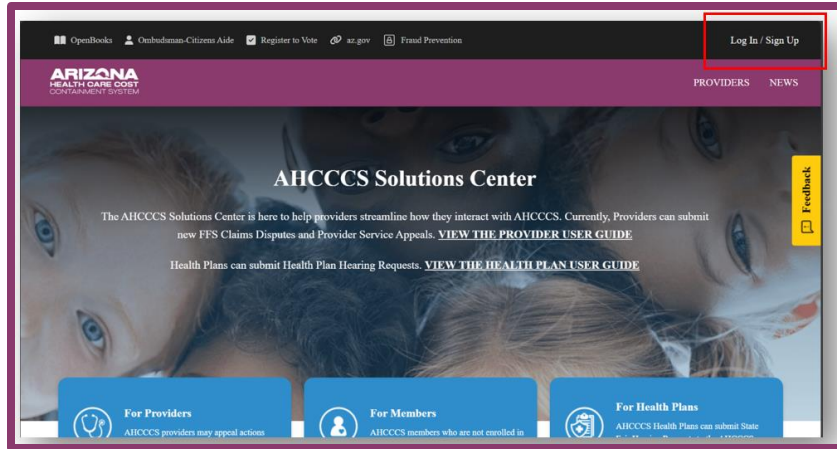
[Monitoring Case Submissions](#)

[Getting Help](#)



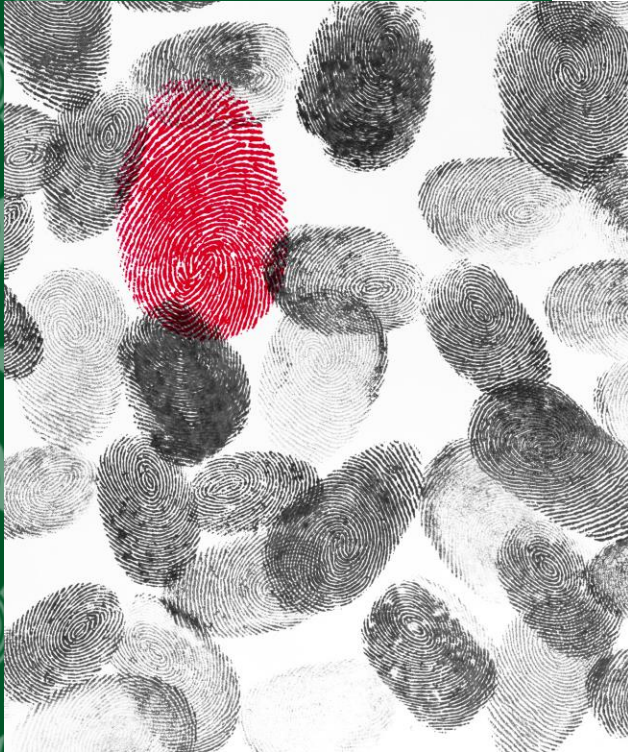
What is the AHCCCS Solutions Center?

The AHCCCS Solutions Center



- The AHCCCS Solutions Center: <https://servicenow.azahcccs.gov/gsp>
- We are modernizing our processes to provide you with faster and more efficient service.
- Through the AHCCCS Solutions Center, you will be able to submit tickets, interact with agents, and monitor progress of your issues all in the same place.

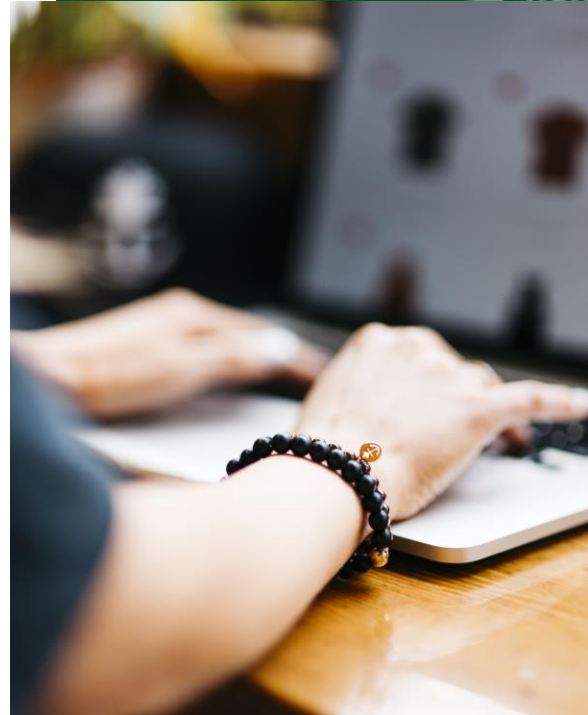
What is changing?



- All Providers, Health Plans, and Members will need an AHCCCS Solutions Center account to interact with AHCCCS.
- All AHCCCS Solutions Center users will need to validate their identity with an ID.me account.
- Users with an existing AHCCCS Solutions Center account do not need to create a new one.
- Users with an existing ID.me account do not need to create a new one.

Other Notes about User Accounts

- Your AHCCCS Solutions Center email address should belong to a single user (not a group email address).
- Your AHCCCS Solutions Center email does not have to be the same email as AHCCCS Online, APEP, or ID.me accounts.
- If you already have an account with the AHCCCS Solutions Center, log in and start with [ID.me Identity Validation](#).



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).



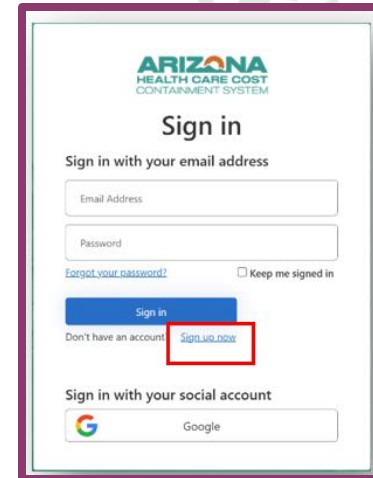
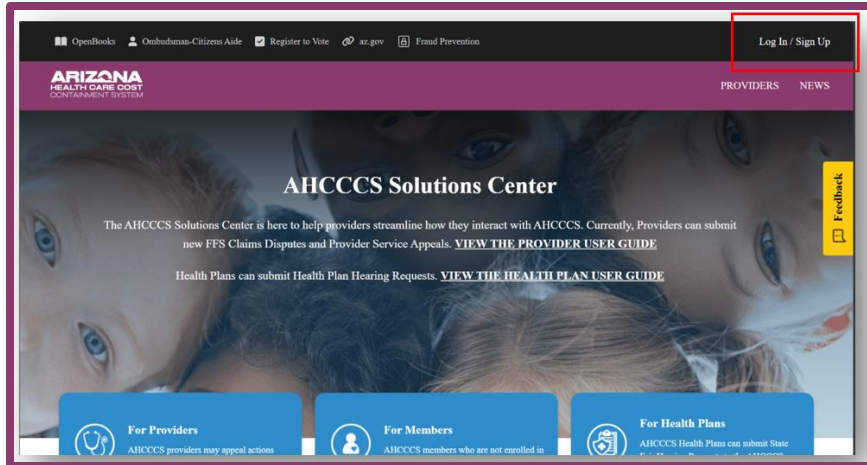


I Am New to the AHCCCS Solutions Center

I Am New to the AHCCCS Solutions Center (1)

1. Visit the AHCCCS Solutions Center:
<https://servicenow.azahcccs.gov/gsp>
2. Click on Sign up now on the pop up.

Click on Log In/Sign Up in the top right corner.



I Am New to the AHCCCS Solutions Center (2)

3. Enter your email address and the captcha characters.
4. Click on Send verification code.
5. Enter the verification code you receive via email and click Verify code. You may need to check your spam messages.

< Cancel

ARIZONA
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CONTAINMENT SYSTEM

User Details

mweitzel32@gmail.com

Help us beat the bots

DKripd

DKripd

Send verification code

< Cancel

ARIZONA
HEALTH CARE COST
CONTAINMENT SYSTEM

User Details

Verification code has been sent to your inbox. Please copy it to the input box below.

mweitzel32@gmail.com

505946

Help us beat the bots

34KM YHPK

34KM YHPK

Success!

34KM YHPK

Verify code Send new code

I Am New to the AHCCCS Solutions Center (3)

6. Fill in the rest of the mandatory fields:

- New Password
- Confirm New Password
- First Name
- Last Name

7. Click on Create.

New Password is required.

 * *

First Name is required.

 *

Last Name is required.

 *

Create

8. Click on Send verification code again.

< Cancel

ARIZONA
HEALTH CARE COST
CONTAINMENT SYSTEM

User Details

 *

Help us beat the bots

DKdppd

 *

Send verification code

I Am New to the AHCCCS Solutions Center (4)

9. Enter the verification code you receive via email and click Verify code. You may need to check your spam messages.

< Cancel

ARIZONA
HEALTH CARE COST
CONTAINMENT SYSTEM

User Details

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address

m*****@gmail.com *

Verification code

498565

Verify code Send new code

Continue

10. Click on Continue.

11. You will be routed to the onboarding page.

< Cancel

ARIZONA
HEALTH CARE COST
CONTAINMENT SYSTEM

User Details

E-mail address verified. You can now continue.

Email Address

m*****@gmail.com *

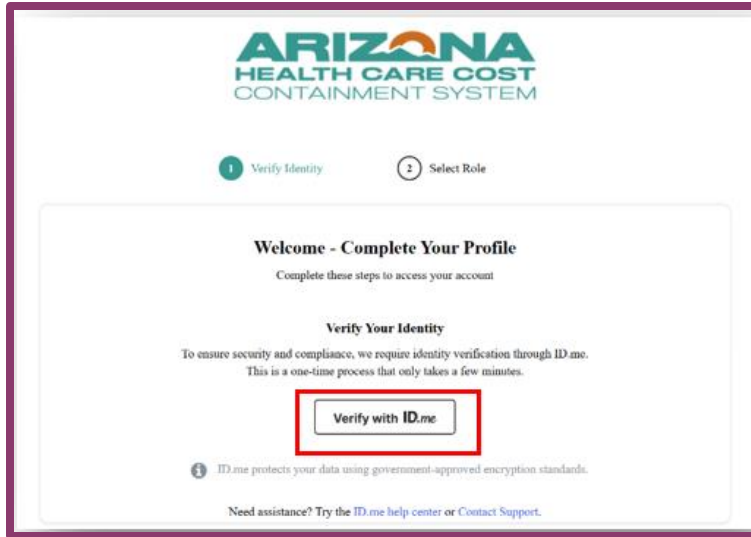
Continue



ID.me Authentication & Identity Proofing

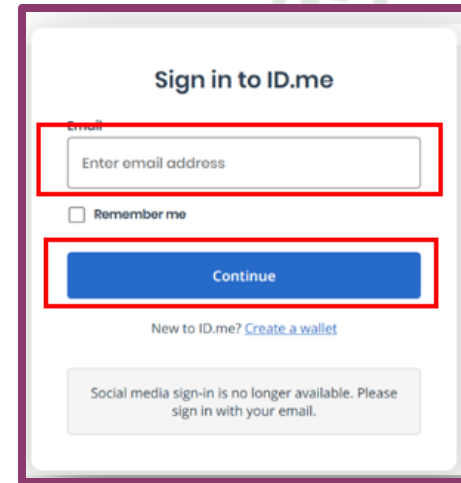
ID.me Authentication & Identity Proofing: I Have an Account (1)

1. Select Verify with ID.me to open ID.me in a new browser window.



The screenshot shows the AHCCCS ID.me verification interface. At the top, the logo for 'ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM' is displayed. Below the logo, there are two progress indicators: '1 Verify Identity' (active) and '2 Select Role'. The main heading is 'Welcome - Complete Your Profile', followed by the instruction 'Complete these steps to access your account'. Underneath, the section 'Verify Your Identity' explains that identity verification through ID.me is required for security and compliance, and that it is a one-time process taking a few minutes. A red box highlights the 'Verify with ID.me' button. At the bottom, there is a note about ID.me's encryption standards and a link for assistance.

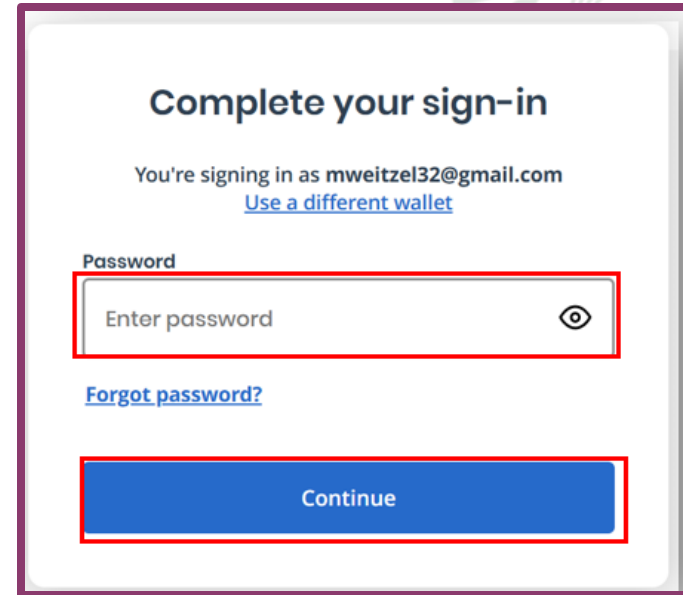
2. Enter the email address associated with your existing account and click on Continue.



The screenshot shows the ID.me sign-in page. The heading is 'Sign in to ID.me'. There is an 'Email' input field with the placeholder text 'Enter email address', which is highlighted with a red box. Below the input field is a 'Remember me' checkbox. A blue 'Continue' button is also highlighted with a red box. At the bottom, there is a link for 'New to ID.me? Create a wallet' and a message stating 'Social media sign-in is no longer available. Please sign in with your email.'

ID.me Authentication & Identity Proofing: I Have an Account (2)


3. Enter your password and click on Continue.
4. Complete the multi-factor authentication steps you previously set up when creating your account.
5. Proceed to [Selecting A Role](#).



Complete your sign-in

You're signing in as `mweitzel32@gmail.com`
[Use a different wallet](#)

Password

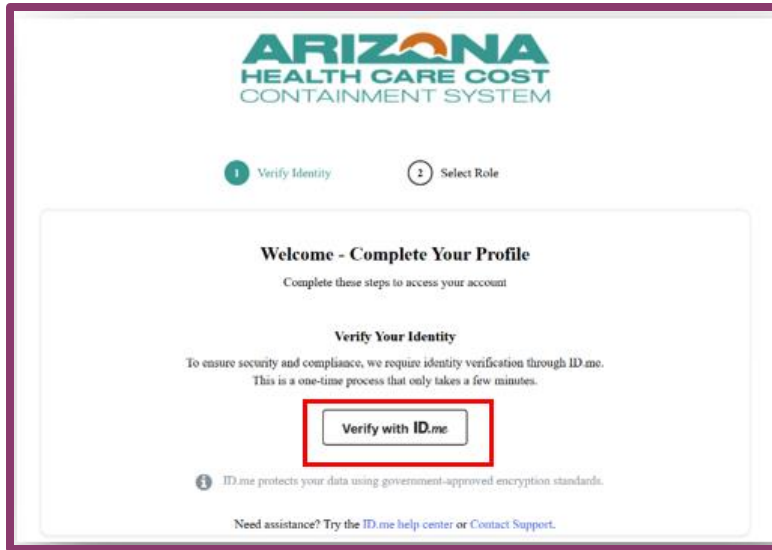
Enter password 

[Forgot password?](#)

Continue

ID.me Authentication & Identity Proofing: I Do Not Have an Account (1)

1. Select Verify with ID.me to open ID.me in a new browser window.



The screenshot shows the Arizona Health Care Cost Containment System (AHCCCS) ID.me verification interface. At the top, the AHCCCS logo is displayed. Below it, there are two numbered steps: 1. Verify Identity and 2. Select Role. The main heading is "Welcome - Complete Your Profile" with the subtext "Complete these steps to access your account". Underneath, it says "Verify Your Identity" and explains that identity verification is required for security and compliance. A red box highlights the "Verify with ID.me" button. At the bottom, there is a note about data protection and a link for assistance.

ARIZONA
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1 Verify Identity 2 Select Role

Welcome - Complete Your Profile
Complete these steps to access your account

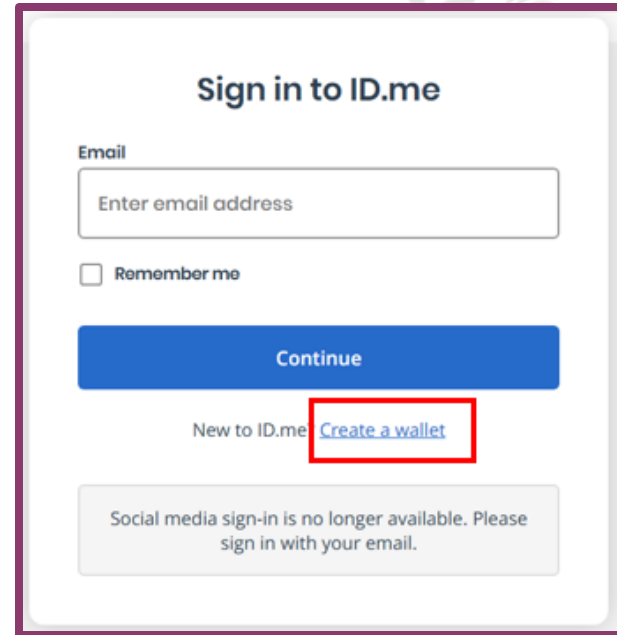
Verify Your Identity
To ensure security and compliance, we require identity verification through ID.me.
This is a one-time process that only takes a few minutes.

[Verify with ID.me](#)

ID.me protects your data using government-approved encryption standards.

Need assistance? Try the ID.me help center or Contact Support.

2. Click on Create a wallet.



The screenshot shows the ID.me sign-in page. The heading is "Sign in to ID.me". There is an "Email" input field with the placeholder text "Enter email address". Below the input field is a "Remember me" checkbox. A blue "Continue" button is positioned below the checkbox. Underneath the button, there is a link "New to ID.me" followed by a red box highlighting the "Create a wallet" link. At the bottom, a grey box contains the message: "Social media sign-in is no longer available. Please sign in with your email."

Sign in to ID.me

Email
Enter email address

Remember me

Continue

New to ID.me [Create a wallet](#)

Social media sign-in is no longer available. Please sign in with your email.

ID.me Authentication & Identity Proofing: I Do Not Have an Account (2)

3. Fill in the mandatory fields:

- Email
- Password
- Confirm Password

4. Review the Terms of Services and Privacy Policy and check the box. You have the choice to select the box for Remember me.

5. Click on Create wallet.

Create an ID.me Wallet

Multiple ID.me Wallets are not allowed.
[If you have an ID.me Wallet, use it to sign in.](#)

Need to use ID.me for work?
[Follow these steps.](#)

* Indicates a required field

Email *

Enter your personal email address

Password

Enter password

Confirm Password *

Reenter password

Error: Please enter a valid matching password.

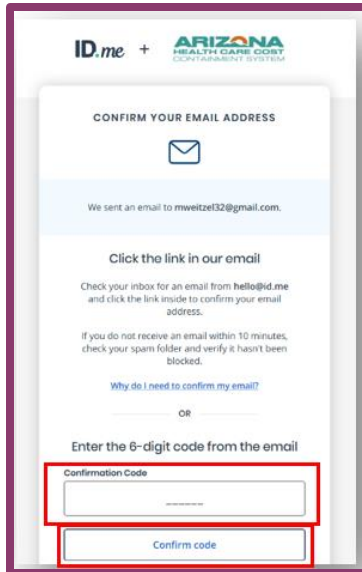
Remember me
For your security, select only on your devices.

I accept the ID.me [Terms of Service](#) and [Privacy Policy](#) *

Create wallet

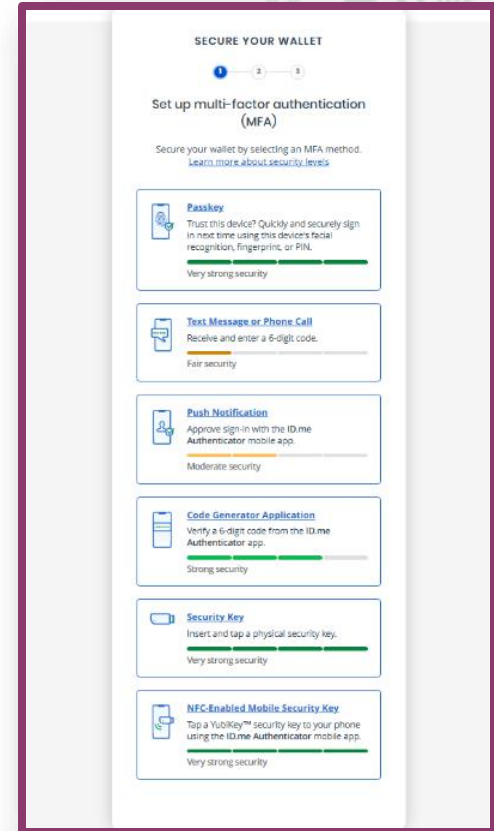
ID.me Authentication & Identity Proofing: I Do Not Have an Account (3)

6. Enter the 6-digit code sent to your email and click on Confirm code.



The screenshot shows the ID.me + ARIZONA HEALTH CARE GOVERNANCE SYSTEM logo at the top. Below it, the heading "CONFIRM YOUR EMAIL ADDRESS" is followed by an envelope icon. A message states: "We sent an email to mweizet32@gmail.com." The next section, "Click the link in our email", instructs the user to check their inbox for an email from hello@id.me and click the link inside to confirm their email address. It also notes that if no email is received within 10 minutes, the user should check their spam folder. A link "Why do I need to confirm my email?" is provided. Below this, the text "OR" is shown. The final section, "Enter the 6-digit code from the email", contains a "Confirmation Code" input field with six dashes and a "Confirm code" button. Both the input field and the button are highlighted with a red border.

7. Make your multi-factor authentication (MFA) choice and complete the corresponding steps.

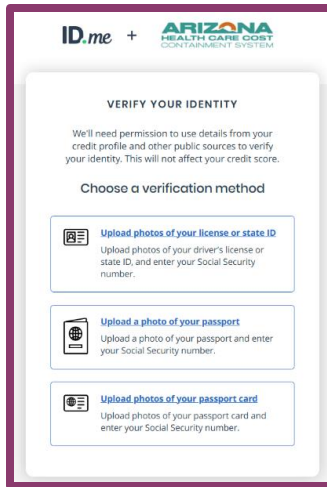


The screenshot displays the "SECURE YOUR WALLET" screen with a progress indicator showing step 1 of 3. The heading is "Set up multi-factor authentication (MFA)". Below this, it says "Secure your wallet by selecting an MFA method." and provides a link "Learn more about security levels". There are six MFA options listed, each with an icon, a description, and a security level indicator:

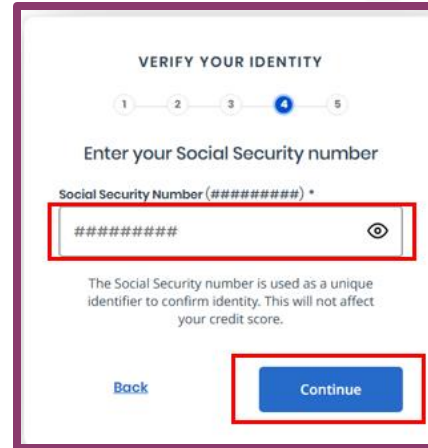
- Passkey:** Trust this device? Quickly and securely sign in next time using this device's facial recognition, fingerprint, or PIN. Very strong security.
- Text Message or Phone Call:** Receive and enter a 6-digit code. Fair security.
- Push Notification:** Approve sign-in with the ID.me Authenticator mobile app. Moderate security.
- Code Generator Application:** Verify a 6-digit code from the ID.me Authenticator app. Strong security.
- Security Key:** Insert and tap a physical security key. Very strong security.
- NFC-Enabled Mobile Security Key:** Tap a YubiKey™ security key to your phone using the ID.me Authenticator mobile app. Very strong security.

ID.me Authentication & Identity Proofing: I Do Not Have an Account (4)

8. Choose a verification method and proceed through the corresponding steps, including uploading a photo ID and taking a video selfie.
9. After uploading your photo ID and taking your video selfie, return to your open browser tab to enter your Social Security Number.
10. Click on Continue.



The screenshot shows the ID.me + ARIZONA HEALTH CARE COST CONTROLLER SYSTEM interface. It features a 'VERIFY YOUR IDENTITY' section with a disclaimer and three verification options: 'Upload photos of your license or state ID', 'Upload a photo of your passport', and 'Upload photos of your passport card'. Each option includes a brief description of the required documents.



The screenshot displays the 'VERIFY YOUR IDENTITY' screen with a progress indicator showing step 4 of 5. The main heading is 'Enter your Social Security number'. Below this is a text input field labeled 'Social Security Number (#####) *' containing seven asterisks. A 'Back' button is on the left, and a 'Continue' button is on the right. A disclaimer at the bottom states: 'The Social Security number is used as a unique identifier to confirm identity. This will not affect your credit score.'

ID.me Authentication & Identity Proofing: I Do Not Have an Account (5)

11. Confirm your information is correct, then check the box to validate.

12. If the information is correct, click Yes.

VERIFY YOUR IDENTITY

1 2 3 4 5

Is your information displayed correctly?

We will securely use the following information to verify your identity against trusted sources.

What does this mean?

Personal information

First Name: VERONICA

Middle Name: C

Last Name: PERSINGER

Date of Birth: 07/09/1942

Home address

Street: 6647 WILDFLOWER DR S

City: COTTAGE GROVE

State: MN

Zip Code: 55016

Phone number

Mobile Phone: 202-324-2000

The information I've provided is correct, and I accept the use of Fair Credit Reporting Act data to verify my identity.

What is The Federal Fair Credit Reporting Act?

No Yes

See our [Privacy Policy](#) for how we treat your data.

13. You may receive a text on your phone with a link. Open the link.

ID.me + ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

CONFIRMING YOUR PHONE

Please click the link sent to +12023243000 to confirm your mobile phone number.

This screen will automatically refresh once your phone number has been confirmed. This may take 10-15 seconds.

[Verify phone \(testing only\)](#)

Didn't receive the text message? [Send link again](#)

ID.me Authentication & Identity Proofing: I Do Not Have an Account (6)

14. Confirm your email address by clicking on Yes.

YOU ARE VERIFYING FOR
AHCCCS-EY

Be aware that fraudsters may:

- Create fake postings including offers that seem too good to be true, such as fake jobs or apartments
- Message you on social media directing you to send personal information to them
- Provide instructions to complete actions for them

If you believe this is happening to you, STOP NOW and [report fraud](#).

Is this your email address?

mweitzel32@gmail.com

Yes

No

15. Return to your open browser tab to complete the verification process. Click on Allow to confirm sharing your verified identity with AHCCCS.

AUTHORIZE AHCCCS-EY

We've verified your identity!

Before we send you back to AHCCCS-EY, we need your permission to share your verified identity information.

Please note that only information obtained from the verification process will be shared.

AHCCCS-EY will receive:

- ✓ First Name
- ✓ Last Name
- ✓ Phone
- ✓ Street
- ✓ City
- ✓ State
- ✓ Postal Code
- ✓ SSN
- ✓ Birth Date
- ✓ Email

You can remove this access at any time by changing your ID.me Wallet settings.

Allow

Deny

16. If not automatically redirected, return to your first browser tab with the AHCCCS Solutions Center. If it has timed out, log in with the ID.me account you just created.
17. Proceed to Selecting A Role.



Selecting a Role

Selecting a Role (1)

1. Click on Provider.
2. Click Continue.
3. Proceed to the Provider access page.

ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

1 Verify Identity 2 Select Role

Welcome - Complete Your Profile
Complete these steps to access your account

Choose the option that best describes you

- Provider**
Select this if you are a healthcare provider or are acting on behalf of a provider.
- Health Plan**
Select this if you represent a Managed Care Organization or other contracted health plan administering Medicaid benefits.
- Member**
Select this if you are enrolled in Medicaid or are acting on behalf of a member, such as a caregiver or authorized representative.

[Continue](#)

Need assistance? Try the [ID.me help center](#) or [Contact Support](#).

ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

PROVIDERS MY CASES SERVICES NEWS

Home > Providers

How can we help you today?

Need help? View the [Provider User Guide](#).

Providers [Request New Provider Access](#)

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

Request Number	Provider ID	Approval	Action Required	Requested Business Role	Requested Accessible Services	Created Time
No pending requests found.						

[Remove an Admin](#)

Feedback



Requesting Delegate Access

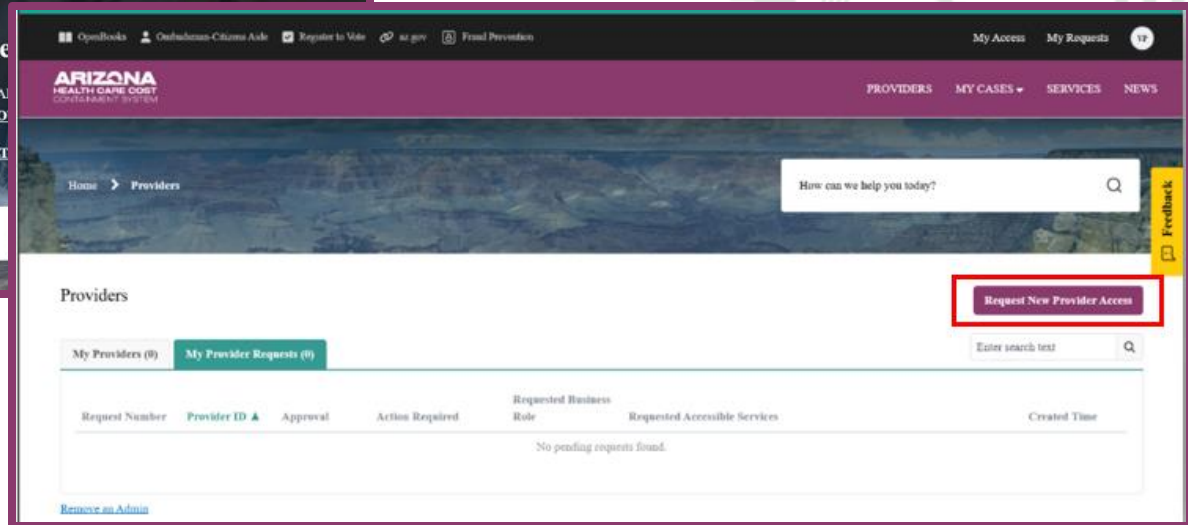
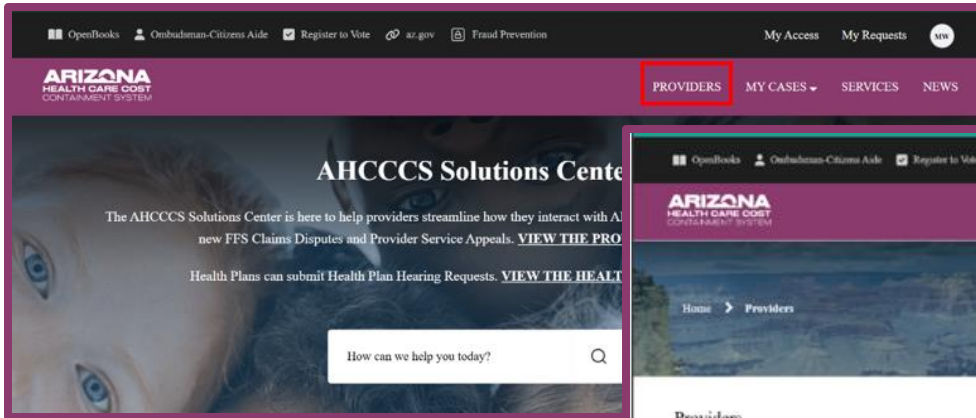
AHCCCS Provider Delegates



- Provider Delegates act on behalf of a provider for approved services. Provider Delegates can:
 - Submit provider-related cases
 - View provider information and users
 - Access only approved services
- Authorized users with existing billing relationships in APEP will automatically be granted access to submit on behalf of their rendering providers, so delegate access will not need to be requested.

How to Request Delegate Access (1)

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



How to Request Delegate Access (2)

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

ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

PROVIDERS MY CASES SERVICES NEWS

be reviewed and you'll be notified if it gets approved.

Select the level of access that best fits your business role for each provider.

Admin - Full access to the provider and authorized users associated to the provider. Can approve all authorized users (admins, managers, and delegates), can manage managers and delegates, and has access to all accessible services 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 * PROV: 444777

Select Business Role

Select Business Role

Delegate

Manager

Admin

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

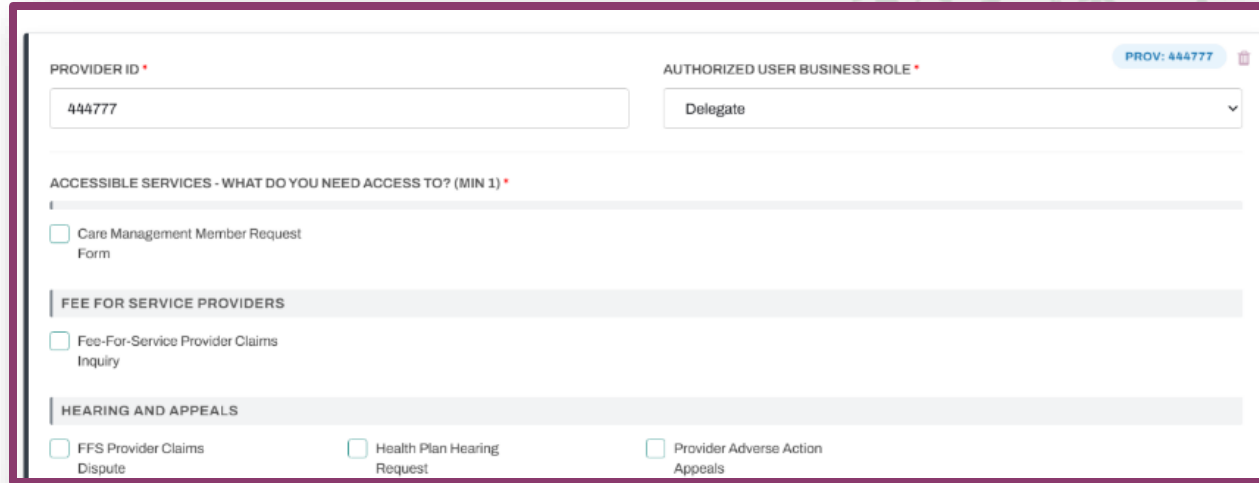
Care Management Member Request

Feedback

How to Request Delegate Access (3)

4. Select one or more services for access.

These services represent AHCCCS areas of support, such as Access and Care Concerns, Appeals and Hearings, Claims and Prior Authorization, Health Plan Provider Inquiries, Preadmission Screening Resident Review (PASRR), Payment and Billing, Provider Enrollment Support, and Tribal Services and American Indian Medical Home Support.



The screenshot shows a web form for requesting delegate access. At the top right, there is a blue button labeled "PROV: 444777". Below this, there are two input fields: "PROVIDER ID" with the value "444777" and "AUTHORIZED USER BUSINESS ROLE" with a dropdown menu showing "Delegate". Below these fields is a section titled "ACCESSIBLE SERVICES - WHAT DO YOU NEED ACCESS TO? (MIN 1)". This section contains three categories of services, each with a list of options and checkboxes:

- Care Management Member Request Form**:
- FEE FOR SERVICE PROVIDERS**: Fee-For-Service Provider Claims Inquiry
- HEARING AND APPEALS**: FFS Provider Claims Dispute, Health Plan Hearing Request, Provider Adverse Action Appeals

How to Request Delegate Access (4)

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

ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

PROVIDERS NEWS

services 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.

+ Add Provider

I'm not a robot

ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

PROVIDERS NEWS

Request Delegate Access

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

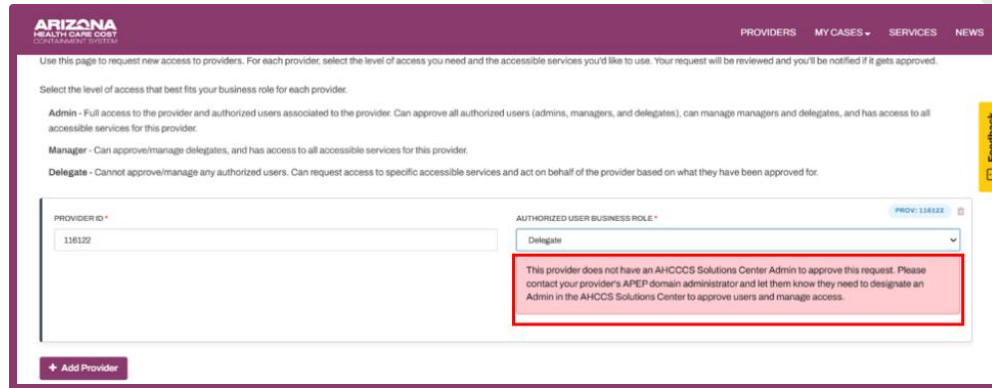
I'm not a robot

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

Cancel Submit Request(s)

How to Request Delegate Access (5)

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



The screenshot shows the AHCCCS Solutions Center interface for requesting delegate access. The page title is "ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM". The navigation menu includes "PROVIDERS", "MY CASES", "SERVICES", and "NEWS". The main content area is titled "Use this page to request new access to providers. For each provider, select the level of access you need and the accessible services you'd like to use. Your request will be reviewed and you'll be notified if it gets approved." Below this, there are instructions to "Select the level of access that best fits your business role for each provider:"

- Admin** - Full access to the provider and authorized users associated to the provider. Can approve all authorized users (admins, managers, and delegates), can manage managers and delegates, and has access to all accessible services 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.

The form fields are:

- PROVIDER ID ***: A text input field containing "116132".
- AUTHORIZED USER BUSINESS ROLE ***: A dropdown menu with "Delegate" selected.

A red error message box is displayed below the form, stating: "This provider does not have an AHCCCS Solutions Center Admin to approve this request. Please contact your provider's APEP domain administrator and let them know they need to designate an Admin in the AHCCS Solutions Center to approve users and manage access." A "Feedback" button is visible on the right side of the form. At the bottom left, there is a "+ Add Provider" button.

8. If your Delegate request is approved, you will need to log out and back in to the AHCCCS Solutions Center for your permissions to update.

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	☑	☑ (Delegates only)	☑

Viewing Request Status (1)

1. In the AHCCCS Solutions Center, click on the Providers link.
2. Click on My Provider Requests and select a Request Number.

The screenshot displays the AHCCCS Solutions Center website. The top navigation bar includes links for 'PROVIDERS', 'MY CASES', 'SERVICES', and 'NEWS'. The 'PROVIDERS' link is highlighted with a red box. Below the navigation bar, the 'Providers' page is shown, featuring a search bar and a 'Request New Provider Access' button. A table lists provider requests, with the 'My Provider Requests (1)' tab highlighted in green. The first row in the table is highlighted with a red box, showing a request number of 'PAL0001196' and a provider ID of '444777'. The status is 'Requested', and the role is 'Admin'. The requested accessible services are 'All Accessible Services', and the request was created on 2026-03-19 at 16:00:29. A 'Feedback' button is visible on the right side of the page.

Request Number	Provider ID	Approval	Action Required	Requested Business Role	Requested Accessible Services	Created Time
PAL0001196	444777	Requested		Admin	All Accessible Services	2026-03-19 16:00:29

Viewing Request Status (2)

3. Review the request details and status.

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CONTAINMENT SYSTEM

PROVIDERS MY CASES ▾ SERVICES NEWS

Provider Request Details

PAL0001196 Requested

Responsibility	Admin	Provider ID	444777
Accessible Services	All Accessible Services	Provider	
Description	Megan Weitzel - Admin		
Opened	2026-03-19 09:00:29 AM	Opened By	Megan Weitzel
Approval	Requested	Requested For	Megan Weitzel
Actioned By	—	Actioned At	—

Feedback

Note: A separate training will be offered on April 30 for Provider Admins and Managers.



Finding Provider Forms

Provider Forms (1)

Once logged in with an approved relationship with a Provider, find Provider forms behind the For Providers button OR via Services in the top navigation bar.

The screenshot shows the AHCCCS Solutions Center website. At the top, there is a purple navigation bar with the logo 'ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM' on the left and menu items 'PROVIDERS', 'EVV', 'MY CASES', 'SERVICES', and 'NEWS' on the right. The 'SERVICES' item is circled in orange. Below the navigation bar is a large banner area with a background image of a doctor and a family. The banner text reads: 'AHCCCS Solutions Center', '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.', and 'Visit our [Knowledge Base](#) to find User Guides, FAQs, training videos, and more!'. A search bar is centered in the banner with the text 'How can we help you today?' and a magnifying glass icon. On the right side of the banner, there is a yellow 'Feedback' button. Below the banner are three service cards: 'For Providers' (highlighted with an orange circle), 'For Members and Member Representatives', and 'For Health Plans/Program Contractors'. The 'For Providers' card has a blue background and contains a stethoscope icon and the text: 'For Providers', 'Individuals or organizations that provide services to AHCCCS members or are...'. The other two cards have grey backgrounds and contain person and building icons with their respective titles and descriptions.

Provider Forms (2)

Forms are organized by category.

Some forms are available to everyone (such as Report Fraud).

After you start clicking on forms, **My Recent Items** will show the last forms you visited.

Select a Service Category

Access & Care Concerns

Appeals & Hearings

Claims & Prior Authorization

Health Plan Provider Inquiries

IT Services

Payment & Billing

Preadmission Screening Resident Review
Level 1

Provider Enrollment Support

Report Fraud

Tribal Services

My Recent Items

Use the navigation menu on the left to select a Service Category. If you don't see the services that you need, please make a request for [providers](#), [members](#), or [health plans](#).

No items in category



Provider Forms (3)

Some forms require provider approval to submit on their behalf. Provider dropdown fields will only show providers if you have been approved to act on their behalf for that service.

Provider Information

* Provider AHCCCS ID ⓘ

Don't see the provider you need? This list shows providers you're approved for on this service. [Request access](#) to add another. ✕

210834	Karen Conner
270050	Wharffla
586108	SINDRI PAZPEITIA

Email

* Phone Number

* State ⓘ



Monitoring Case Submissions

Monitoring Submissions: My Cases

OpenBooks Ombudsman-Citizens Aide Register to Vote az.gov Report Fraud Access to Care / Eligibility My Access My Requests

ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

PROVIDERS EVV **MY CASES** SERVICES NEWS

SEARCH

Search by anything

Government Service Cases (6378) Rows per page: 10 1-10 of 6378

Number	Description	Task Type	State	Opened	Updated
OIG0002752		Office of Inspector General	Work in Progress	2026-04-26 09:10:06 PM	2026-04-26 09:51:12 PM
PER0001448	Provider Enrollment Assistance Form	Provider Enrollment	New	2026-04-26 08:11:50 PM	2026-04-26 08:11:54 PM
PER0001447	Provider Enrollment Assistance Form	Provider Enrollment	New	2026-04-26 08:10:15 PM	2026-04-26 08:10:19 PM
DBF0001261	Provider Finance Form - Provider Registration, Hospital and Health Care Investment Assessment Request	Business and Finance	New	2026-04-26 08:08:34 PM	2026-04-26 08:08:39 PM

Feedback

- Click on My Cases to view your submitted requests (Cases).

Monitoring Submissions: View a Record

- Select a record to view details about your Case.
- Add and review comments on the Case record.
- You will also receive email notifications about your Cases.

The screenshot shows the AHCCCS website interface. At the top, there is a purple navigation bar with the logo "ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM" on the left and menu items "PROVIDERS", "EVV", "MY CASES", "SERVICES", and "NEWS" on the right. Below the navigation bar is a search bar with the text "How can we help you today?" and a magnifying glass icon. The main content area displays a "GSP DMPS Ticket" record. The record details include: "Number: PER0001454", "Created: 9h ago", "Updated: 9h ago", and "State: New". A dark grey box highlights the title "Provider Enrollment Assistance Form". Below this, there are two columns of information: "AHCCCS Provider ID: 123123" and "Issue Type: Domain Transfer". A yellow "Feedback" button is visible on the right side of the page.

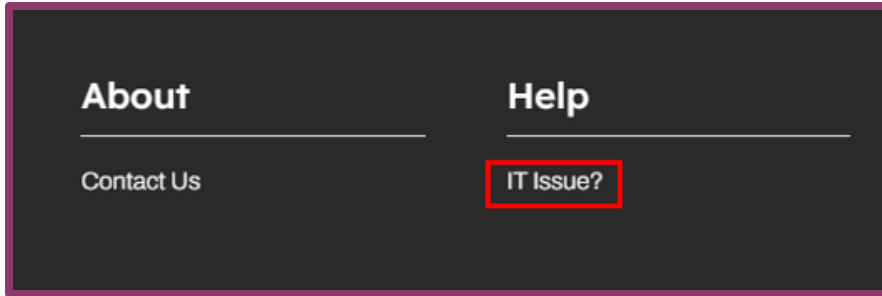
The screenshot shows the comment section for the "Provider Enrollment Assistance Form" record. At the top, the title "Provider Enrollment Assistance Form" is displayed with a blue link icon on the right. Below the title is a text input field with the placeholder text "Type your message here..." and a purple "Send" button. Underneath the input field, there is a comment from "John Sinclair" dated "04-20-2026 01:58:19 PM". The comment content is partially obscured by a blurred screenshot of a browser window. A circular icon with the initials "JS" is positioned to the right of the comment.



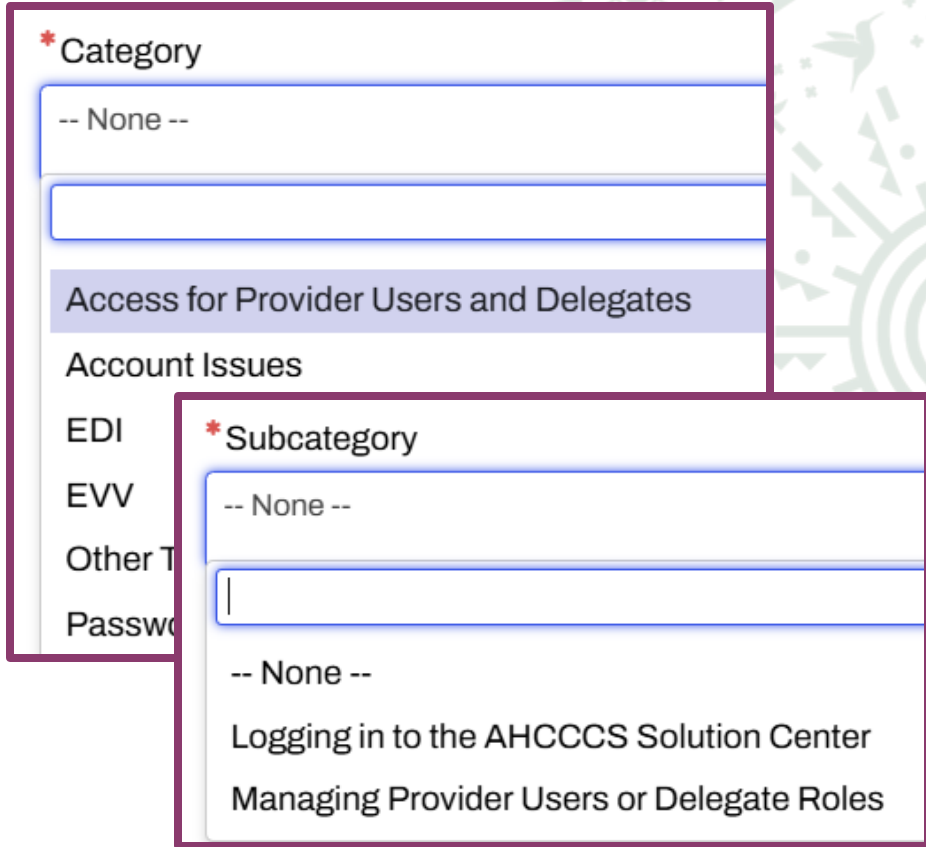
Getting Help

Getting Help: AHCCCS Solutions Center

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



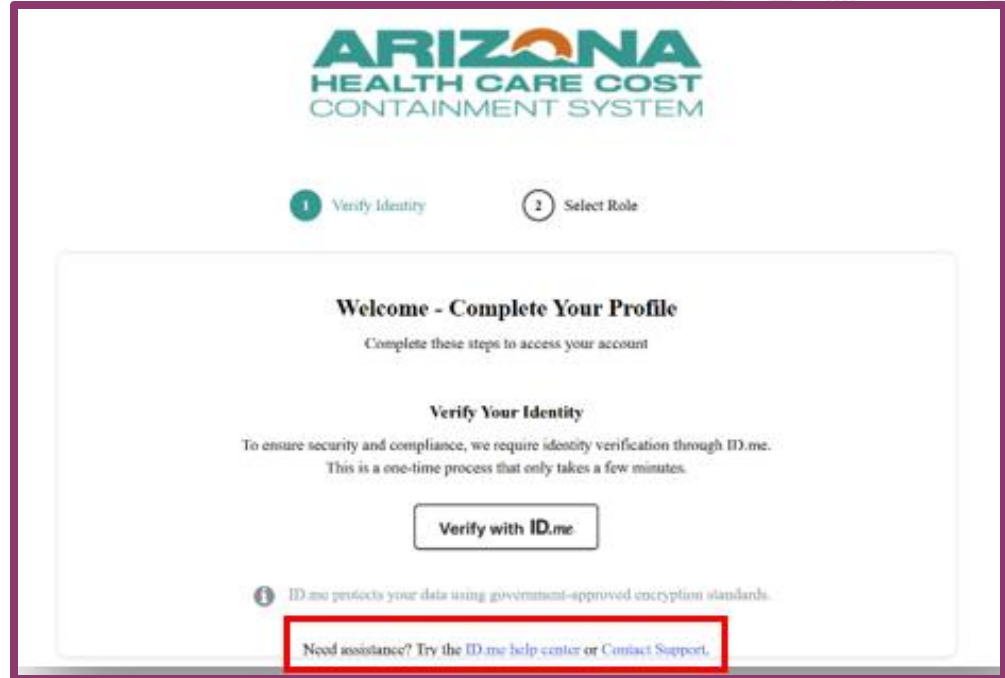
- If possible, log in first.
- Pick the appropriate category.



A screenshot of the category selection form. The form is titled '* Category' and has a dropdown menu currently set to '-- None --'. Below the dropdown is a text input field. A light blue bar highlights the text 'Access for Provider Users and Delegates'. Below this bar, the text 'Account Issues' is visible. Further down, the text 'EDI', 'EVV', 'Other T', and 'Passwo' are partially visible. A second form titled '* Subcategory' is overlaid on the bottom right, showing a dropdown menu set to '-- None --' and a text input field. Below the input field, the text '-- None --', 'Logging in to the AHCCCS Solution Center', and 'Managing Provider Users or Delegate Roles' are visible.

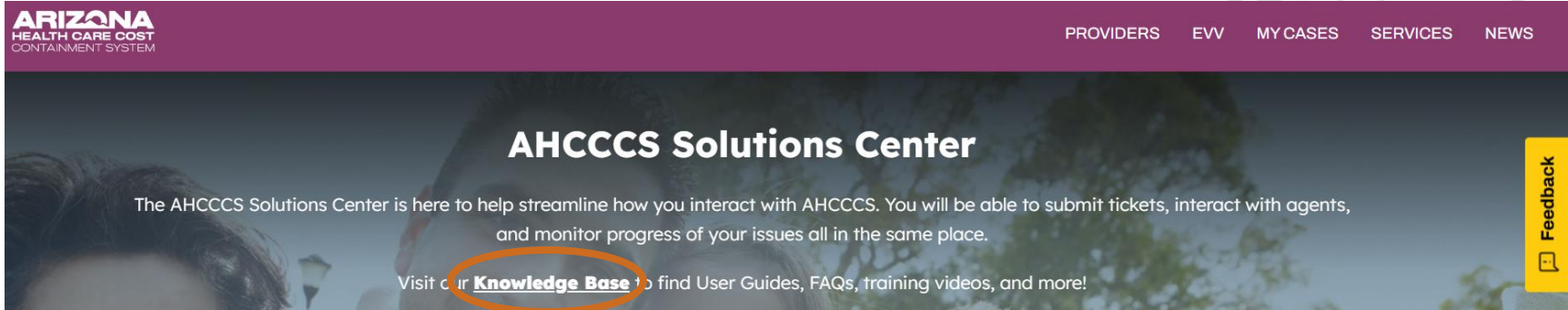
Getting Help: ID.me

- Click on the ID.me help center or Contact Support link from the onboarding page to engage their resources.
- Visit help.id.me



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 portion of the AHCCCS Solutions Center website. At the top left is the logo for ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM. To the right are navigation links for PROVIDERS, EVV, MY CASES, SERVICES, and NEWS. The main heading is "AHCCCS Solutions Center". Below it is a paragraph: "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." Underneath this paragraph, the text "Visit our Knowledge Base to find User Guides, FAQs, training videos, and more!" is displayed, with "Knowledge Base" 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 text "Feedback".

ARIZONA
HEALTH CARE COST
CONTAINMENT SYSTEM

PROVIDERS EVV MY CASES SERVICES NEWS

AHCCCS Solutions Center

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.

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Feedback