

AHCCCS Provider Enrollment Email Incident

AHCCCS has identified that emails sent to apectrainingquestions@azahcccs.gov do not trigger confirmation or notification emails to providers when inquiries are received, responded to, or closed.

AHCCCS is addressing email notification issues on the ticketing platform. In the meantime, providers can log in at <https://servicedesk.azahcccs.gov/> to check inquiry status.

We are working on a resolution as quickly as possible. While AHCCCS works to restore communications to apectrainingquestions@azahcccs.gov, providers are encouraged to chat with us at, <https://chat.azahcccs.gov/?id=2>. Live chat is available Monday through Friday from 8 AM to 5 PM. Please do not resend any emails to apectrainingquestions@azahcccs.gov at this time. AHCCCS will provide updates as they become available.

Questions?

You can contact us the following ways:

- Chat with us at, <https://chat.azahcccs.gov/?id=2>
 - Live chat is available Monday through Friday from 8 AM to 5 PM
- Call us at, (602) 417-7670.
 - The call center is available Monday through Friday from 8 AM to 5 PM