

Changes Scheduled for August 30, 2026

AHCCCS is committed to improving service to providers by keeping you informed of upcoming changes. Changes are being made to the AHCCCS Provider Enrollment Portal (APEP).

Document Upload Enhancement Update

Who Is Impacted?

All providers

What is Changing?

AHCCCS is updating how documents are uploaded in APEP. Documents can be uploaded in the enrollment step where the document is required.

- A Supporting Documents section is added to applicable enrollment steps.
- Instructions for required documents are displayed within the applicable enrollment step.
- APEP marks a step as Incomplete and displays a message when required documents are missing.
- The Enrollment Requirements button displays required and optional licenses, certifications, and documents for the selected provider type, specialty, and subspecialty.
- The Upload Documents step remains available for other supporting documents related to the application.

On-Screen Enrollment Guidance

Who Is Impacted?

All providers

What Is Changing?

- New on-screen guidance helps users complete enrollment application steps.
- Supports more accurate and complete submission.
- The addition of the on-screen tools **does not** change existing policy or processes related to the Provider Enrollment process. The tools are intended to help users understand what information is needed as they move through the enrollment process.
- Guidance will be added to the following enrollment screens:
 - Add Locations.
 - Add Pay to Address.
 - Add Correspondence Address and Correspondence Contact Information.
 - Add Provider Type, Specialties, and Subspecialties.

Action Required

- Upload required documents in the enrollment step where APEP asks for them.
- Use the Enrollment Requirements button, when it displays, to view required and optional documents for the selected provider type, specialty, and subspecialty.
- Use the Upload Documents step for other supporting documents related to the application. Do not upload documents that have already been uploaded.

Questions?

You can contact us the following ways:

- Chat with us at, <https://chat.azahcccs.gov>
 - Live chat is available Monday through Friday from 8 AM to 5 PM
- Submit an inquiry through the [AHCCCS Solutions Center](#)
- Call us at (602) 417-7670.
 - The call center is available Monday through Friday from 8 AM to 5 PM