

AHCCCS Provider Enrollment Portal Incident Update

AHCCCS has resolved the issue that was causing some users to receive a **504 Gateway Timeout** error when attempting to complete a provider enrollment application. Users who previously encountered this error should try their application again.

At this time, AHCCCS is aware that some users may still be experiencing a separate issue where they are unable to progress beyond the **License** step of the application. Our technical teams are actively investigating and working to resolve this issue as quickly as possible.

To help us focus on resolving the problem, we ask that users do not contact AHCCCS to report the License issue at this time, as we are already aware of and addressing it.

We apologize for the inconvenience and appreciate your patience while we work to restore full functionality.

Questions?

For questions unrelated to this APEP incident, 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