

### APEP Changes Scheduled for October 2025

AHCCCS is committed to improving service to providers by keeping you informed of upcoming changes. This is a reminder that changes are being made to the AHCCCS Provider Enrollment Portal (APEP) effective 10/12/2025.

#### Who Is Impacted?

- All providers

#### What Is Changing?

Effective 10/12/2025 the following changes will be made in APEP:

- A Resubmission Due Date field will be added for Revalidation Modification Requests that have been returned to the provider's queue for additional information. Failure to resubmit the modification request by the due date will result in termination of the provider's AHCCCS enrollment.
- A step remark will be added to the home page for the Add Locations step. The step remark will provide clarity and guidance when additional information is needed.
- The length of time before a provider user is locked out of APEP for inactivity will be increased from 60 days to 730 days. A user must log in to APEP at least once every 730 days. If a user attempts to log in after 730 days, an error message will appear stating the User ID is locked. The message will provide instructions for contacting Provider Data Security.

#### Action Required

Respond to any requests for additional information for Revalidation Modification Requests. You must respond by the due date to avoid termination of the provider's AHCCCS enrollment.

## 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
- Email us at, [APEPTrainingQuestions@azahcccs.gov](mailto:APEPTrainingQuestions@azahcccs.gov)

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