

Changes Scheduled for April 26, 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).

Self-Service Provider Domain Access

Who Is Impacted?

APEP users who submit, update, or manage enrollment applications in the AHCCCS Provider Enrollment Portal (APEP) will be able to gain access to domain profiles directly in APEP. This change applies **only** to individual provider enrollments and does not apply to organizational or group enrollments.

What is Changing?

- Providers and authorized staff will be able to get domain access directly in APEP under the “Provider” tab by selecting “Request Domain Administrator Access”.
- Once a successfully completed, the user will be granted the following profiles:
 - Domain Administrator
 - Provider Enrollment Access
 - View Provider Enrollment
- APEP users will no longer need to contact AHCCCS to gain domain access as long as identity validation is completed.

Provider Information Required for Domain Access

- First Name
 - Last Name
 - DOB
 - SSN
 - AHCCCS ID
- Users will have a limited number of attempts to enter provider information. After 5 failed attempts, the APEP user ID will be locked.
 - If an APEP user ID becomes locked, the user will be directed to a locked screen displaying the following message:
 - “Your User ID is temporarily locked in the system due to unsuccessful attempts to gain access to a provider profile. Your user ID will be unlocked in 30 minutes.”
 - If your Single Sign On account becomes locked, the user will be directed to a locked screen displaying the following message:
 - “Your AHCCCS/Med-QUEST-OCI account is locked due to unsuccessful attempts to gain access to a provider profile. Please wait 30 minutes before trying again. If you need your password reset, visit the [Password Reset](#) page.”

Bypass of Required Questions When End-Dating Service Locations

Who Is Impacted?

All Providers.

What Is Changing?

AHCCCS is improving the provider enrollment experience when ending an “Other Office/Servicing Location” in APEP. When this type of location is end-dated, APEP will no longer require users to answer the required questions specific to the location being end-dated.

What this means for APEP users with Office/Servicing Locations:

- A message on the page will indicate that no response is required.
- These fields may be left blank when they do not apply.
- This reduces confusion, as asterisk (*) fields are typically required for other enrollment actions.

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
- Email us at, APEPTrainingQuestions@azahcccs.gov
- Call us at (602) 417-7670.
 - The call center is available Monday through Friday from 8 AM to 5 PM