

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 enrollments.

What is Changing?

- Providers and authorized staff will be able to get domain access directly in APEP.
 - Guest User Self-Service Access
 - From the Provider tab-through hyperlink “Request Provider Domain Administrator Access”
 - For Provider User
 - From the Admin tab-through dropdown “Request Domain Administrator Access”
- APEP users will no longer need to contact AHCCCS to get 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 the APEP user ID becomes locked, the user will be given instructions on next steps.

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/Service 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 Other Office/Service 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/?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