

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. Currently, most documents are uploaded in a single Upload Documents step.

- Beginning August 30, 2026, providers will be able to upload documents within the enrollment step where the document is required.
- APEP will provide document upload instructions and notify users when required documents are missing.
- The current Upload Documents step will remain available for additional supporting documentation.

On-Screen Enrollment Guidance

Who Is Impacted?

All providers

What Is Changing?

- New on-screen guidance tools will help user's 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.

Additional Information

More information will be provided closer to the actual effective date of the change.

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