

Changes Scheduled for July 19, 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).

On-Screen Enrollment Guidance

Who Is Impacted?

All providers

What is Changing?

- New on-screen guidance tools will help user's complete enrollment applications.
- Supports more accurate and complete submission.
- The addition of the on-screen tools **do not** change existing policy or processes related to the Provider Enrollment process. They offer helpful guidance to assist APEP users through the enrollment process.
- This is the first of many on-screen tools that will be added to APEP in the coming months.

Associated Health Plans Display in Online Provider Directory (OPD)

Who Is Impacted?

All providers

What Is Changing?

- The [Online Provider Directory \(OPD\)](#) will display health plan associations for each provider.
- Improves visibility for members and providers and to be able to accurately see what health plan a provider is contracted with.

Automatic Processing for Some Revalidation and Reactivation Requests

Who Is Impacted?

Limited-risk Providers Only

What Is Changing?

APEP will begin automatically processing certain requests when all system checks are met.

- Some revalidation and reactivation requests will be processed automatically, without a need for Provider Enrollment manual review.
- Request must meet all eligibility criteria and system validation rules
- If criteria are not met, the request will still go to the Provider Enrollment team for review

Automated processing will only occur when:

- When all enrollment criteria are met.
- There are no active issues, such as:
 - Sanctions
 - Prior adverse actions
 - Active suspension status
- All required data elements are complete and valid

Important notes:

- Automatic processing applies only to limited-risk providers for revalidation and reactivation requests.
- Reactivation automatic processing applies when reactivation is due to failure to revalidate.
- High-risk and moderate risk providers are not eligible for automatic processing.
- This change only applies to requests submitted after the enhancement is implemented and does not apply to revalidations and reactivations pending prior to July 19, 2026.

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