

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?

AHCCCS is adding new on-screen guidance to APEP to help you complete enrollment applications more easily and correctly.

- Step-by-step guidance will appear directly on certain APEP pages.
- These guides are designed to:
 - Explain what information is needed
 - Help you choose the correct enrollment type
 - Support accurate and complete application submission
- The guidance will be available on key pages, including:
 - Select Enrollment Type
 - Business Process Wizard for all enrollment types
 - Add/Modify Basic Information steps
- The goal is to:
 - Make the enrollment process easier to follow
 - Improve consistency across applications
 - Help your staff complete applications more efficiently
- The addition of the on-screen tools **do not** change existing policies 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?

AHCCCS is adding new system functionality to show which health plans a provider is associated with in the [Online Provider Directory \(OPD\)](#).

- A new Associated Health Plan field will appear on the OPD Provider Search Results page.
- This field will show the AHCCCS health plans that your provider is enrolled with.
- Each health plan will include the line of business, such as:
 - Acute
 - ALTCS
- Health plans will display in a consistent format, for example:
 - *United Healthcare – ALTCS*
- Health plans will be listed in alphabetical order for easier review.

Automatic Processing for Some Revalidation and Reactivation Requests

Who Is Impacted?

Limited-risk Providers Only

What Is Changing?

APEP will automatically process eligible revalidation and reactivation requests when all system validation rules are met.

- 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 and processing.

Automated processing will only occur when:

- All eligibility 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