

UPDATE: Electronic Visit Verification (EVV)

This notice is intended for providers subject to the Electronic Visit Verification requirements

Dear provider,

We recognize the importance of sharing timely information about the EVV initiative, and our goal is to update our provider community on AHCCCS posted materials and communicate developments.

New Provider Onboarding

AHCCCS and the health plans have created two documents to help guide new providers coming into the network or existing providers that are planning to provide EVV services. The one-pager onboarding document has tips on how to get started and the attestation form used by the health plans during the credentialing process are now available on the AHCCCS website under the Information for Providers and MCOs tab.

Quick Tip - Understanding Client Pending Status

In partnership with Sandata, AHCCCS will be periodically posting “quick tips” to help providers using the Sandata system. The first in the installment is a “quick tip” to help providers understand and resolve clients showing up in a pending status. This quick tip is now available on the AHCCCS website under the **Sandata EVV System Resources and Technical Assistance tab**.

Soft Edit Claims and Policy Grace Period

The soft edit claims and policy grace period are still in effect. At this time, AHCCCS has not yet established a new timeline for the hard claim edits to begin. AHCCCS is currently undertaking a number of activities in partnership with CMS and Sandata to create a plan and timeline for the transition from the soft claim edits to the hard claim edits.

In June, AHCCCS is preparing a large scale communication that will outline:

- A list of known system issues and the plans and timelines for resolution.
- Expectations for providers during the soft edit claim and policy grace period
- Update on the plan and timeline for the transition from the soft claim edits to the hard claim edits

Stay Informed

Please sign up for the AHCCCS Constant Contact email list to receive any and all EVV notices like this one from AHCCCS under the “Stay Informed” tab on the AHCCCS website (www.azahcccs.gov/EVV).

To view this notice for embedded links and for content specific to education related material, please visit us online at www.HealthChoiceAZ.com under our “Providers” tab.



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