

Provider Newsbrief

July 27, 2022

Important Change to AHCCCS Payment Rules Beginning Nov. 1

As of Nov. 1, 2022, providers contracted to deliver non-skilled in-home services (i.e., attendant care, personal care, homemaker, habilitation, respite) and in-home skilled nursing services (i.e., home health) must be compliant with Electronic Visit Verification (EVV) in order to receive Medicaid reimbursement for services. For a complete list of providers and services that are subject to EVV, please visit <https://www.azahcccs.gov/AHCCCS/Initiatives/EVV/>.

After Nov.1, claims will be denied, and providers will not get paid unless all required EVV visit data is present and matches the claim. A more detailed explanation of EVV, along with training, technical assistance and additional online resources is available through this link:

<https://www.azahcccs.gov/AHCCCS/Downloads/EVV/EVVHardClaimEditNotice.pdf>.

Key Contacts

To make it a little easier, we've consolidated some key contacts below:

- Sandata Customer Service
 - Phone (855) 928-1140
 - AZCustomerCare@sandata.com
 - AZAltEVV@sandata.com – for Alt EVV Vendor questions/tickets
- AHCCCS EVV Inbox
 - evv@azahcccs.gov
- AHCCCS EVV Website
 - <https://www.azahcccs.gov/AHCCCS/Initiatives/EVV/>
- AHCCCS Service Confirmation Portal
 - <https://azweb.statemedicaid.us/Account/Login.aspx?ReturnUrl=%2f>
 - This is required for providers to use when no prior authorization is required from the health plan. The provider MUST enter information in the portal prior to services starting. This will act as the "authorization" for the EVV System.
- Admin Training to use Sandata as an EVV Vendor
 - <https://azweb.statemedicaid.us/Account/Login.aspx?ReturnUrl=%2f>
- EVV contact update process
 - https://azahcccs.gov/AHCCCS/Downloads/EVV/EVV_Contact_Add_Update.pdf