

AHCCCS NOTICE: Provider Disenrollment

August 29, 2024

Dear Provider,

As a reminder, any provider who has not completed the revalidation process in the AHCCCS Provider Enrollment Portal (APEP) will receive written notification to submit an application. Providers who do not respond will receive written notification of pending disenrollment and appeal rights.

Providers at risk of disenrollment for noncompliance with revalidation must follow the specific actions in this notice to avoid termination and/or disruption of provider reimbursement and services to Medicaid members.

Failure to complete these actions result in disenrollment and claim denials.

What AHCCCS Providers Need to Know:

- Providers who need to complete the revalidation process or meet additional screening requirements will be notified in writing through United States Postal Service mail.
- AHCCCS will review the submitted application and issue a written notice upon completion.
- Providers that have an expired license will be notified in writing to submit the current license or certification.
- Providers who fail to respond to the request could experience delays such as termination and/or loss of billing privileges.

Providers with questions about enrolling and revalidation or who are no longer participating as a Medicaid provider are encouraged to review resources on the AHCCCS website, www.azahcccs.gov/apep, which include:

- [Domain access in APEP](#)
- [Provider FAQ](#)
- Provider Chat Bot (AVA) <https://chat.azahcccs.gov/>

If providers are having trouble completing their revalidation, they can chat with AVA, the AHCCCS virtual chat bot. You can find AVA at the bottom right-hand corner of the AHCCCS homepage, AHCCCS Online, and the APEP portal.

Stay on the lookout for messages from AHCCCS Provider Connect through email or text. To learn more about AHCCCS Provider Connect, visit www.azahcccs.gov/providerconnect.

To view this notice for embedded links and content specific to education-related material, please visit us online at <https://www.azblue.com/health-choice-az> under our “For Providers” tab.



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