

NOTICE: Upcoming AHCCCS Solution Center Implementation

February 19, 2025

Dear Providers,

AHCCCS is implementing a unified sign-on solution through the AHCCCS Solution Center on February 25, 2025. This new platform will serve as the access point for various AHCCCS services, including:

- Grievance & Hearing (G&H)
- Pre-Admission Screening and Resident Review (PASRR)
- Electronic Data Interchange (EDI)
- IT Issue Requests

If you use AHCCCS services not listed above, you will continue reporting issues through the AHCCCS Service Desk.

What You Need to Know:

New Login Process: After February 25, when you sign in, you will be redirected to the AHCCCS Solution Center.

Updated Account Access: You will now log in using your email address instead of a username.

Access Request Required: Even if you have previously requested access, you must submit a new Access Request Form to maintain access to your cases and services. A link to the form will be sent out on February 25.

Next Steps:

After the update on February 25, 2025, please follow these steps to complete your access request:

1. Log in and click on the “My Access” link at the top banner.
2. Submit the required AHCCCS-related information for approval.
3. Once approved, sign out and sign back in to complete the process.
4. Navigate to the EDI Portal or other necessary services.

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