

Provider Domain Transfers

February 22, 2024

Providers Must Take Action to Resolve an APEP Domain Transfer Before Contacting AHCCCS (Effective February 22, 2024)

Due to significant security concerns, AHCCCS froze call center agent-assisted domain transfers in January 2024.

A domain transfer, or domain access, is when access to a provider's AHCCCS Provider Enrollment Portal (APEP) application is granted to another person. For example, when an individual provider begins working for a new organization, the new organization may need to be given domain access to update the individual provider's associations.

To resolve a domain transfer issue, the provider is responsible for working with their previous employer or credentialist to have their APEP profile released.

In the rare instance when a provider has made a good faith attempt to contact the previous employer but has been unsuccessful, AHCCCS will assist with the domain transfer process in one of two ways:

1. The Provider Services Call Center will, upon request, provide the name and/or organization of the current domain owner so the provider can resolve the issue with the current domain holder,

OR

2. **Provider Enrollment** will complete the domain transfer via a ticket. The Provider Services Call Center cannot complete Domain Transfers. Calling the Provider Services Call Center will not expedite a response.

Submit a ticket by email to APEPTrainingQuestions@azahcccs.gov with the subject “Domain Transfer.” Include a letter signed by the individual provider requesting the domain transfer. The letter must contain the following information:

- a. Provider’s Name,
- b. Provider’s AHCCCS ID,
- c. Provider’s NPI,
- d. Provider’s Last 4 of SSN,
- e. Provider’s DOB,
- f. Name of the current domain holder
- g. APEP username of the person who needs domain access
- h. Explanation what has been done to work with the current domain owner to resolve the situation, and
- i. Copy of the provider’s driver’s license or official state ID.

AHCCCS will prioritize tickets that have a subject line of “Domain Transfer”, with a goal of responding within 10 days. If you do not include all the information listed above, the ticket will be closed and you will need to submit a new, complete ticket.

AHCCCS will provide additional information about the Domain Transfer process in the coming weeks. Please watch for an email from us, look for a web page update, and [subscribe to Provider Enrollment email news alerts](#).