

ServiceNow

State of Arizona – AHCCCS

Informational Update

February 21, 2024



Agency Vision

*Shaping tomorrow's managed care...from today's experience,
quality and innovation.*

Agency Mission

*Reaching across Arizona to provide comprehensive, quality health care
to those in need.*



Project Status

Description of Project

- This project establishes the design of workflows, configuring ServiceNow environment, implementing ServiceNow workflows in the AHCCCS environment, integrating ServiceNow to other AHCCCS required software and services.

Why we are returning:

- To update on the ISD ServiceNow condition (approved at ITAC on 9/20/2023): "The agency shall select an Independent Verification & Validation (IV&V) vendor, provide the contract to ADOA-ASET and provide an informational update to ITAC that all the necessary requirements have been met for the Federal approval within 90 days of ITAC approval."

Updates

- Selected IV&V vendor and provided conditional award 7/5/2023
- Sent to CMS for approval and receipt confirmed 7/27/2023
- Per [45 CFR 95.611](#)(d) CMS has 60 days from the date of receipt to approve, disapprove, or request additional information which would be 10/19/2023
- CMS approved the contract on 9/14/2023