



Provider communication

General information and system updates

August 23, 2023

Residential and Direct Care Worker Service Monitoring

Applicable to: Mercy Care Complete Care, Mercy Care DD, Mercy Care ACC-RBHA, Mercy Care Long Term Care and Mercy Care DCS CHP

This notification is in regard to the implementation of a new audit that is in alignment with AHCCCS AMPM 910, Provider Personnel File Requirements. Mercy Care Quality Management department will be monitoring the following information for providers offering residential and direct care worker services:

- Written documentation of timeliness
- Implementation of Contingency Plans
- Effectiveness of service provisions
- Documentation of the following in the service or service site personnel file:
 1. CPR certification
 2. First Aid certification
 3. Verification of skills or competencies to provide care and continued education
 4. Three references, one to include a former employer
 5. Pre-hire APS/CPS registry check and annually thereafter
 6. Fingerprint clearance card for special populations
 7. Evidence of annual trainings on abuse and neglect prevention, recognition and reporting
 8. Nationwide background check every 3 years

Please ensure that all personnel records contain required documentation.

Please contact Rosanna Quintero, Senior Manager, Quality Management at QuinteroR@MercyCareAZ.org with any questions.

Thanks for all you do!

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