



Provider communication

General information and system updates

May 17, 2023

Utilization Management Criteria Availability

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

Mercy Care would like to remind you of important information available to you. Mercy Care's Utilization Management (UM) Criteria is available to you by mail, fax, or email upon request. Mercy Care adopts and maintains UM medical necessity criteria for use in medical necessity determinations regarding members, specified by contract or required by state and federal regulations and requirements.

To obtain access to the UM Criteria, please don't hesitate to contact your Mercy Care [Network Management Representative](#). You can find this [Notice](#) and all other provider notices on our Mercy Care website.

Thanks for all you do!

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