



Provider communication

General information and system updates

September 9th, 2024

ALTCS Protest - AHCCCS Director Decision

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

On September 8, the Arizona Health Care Cost Containment System (AHCCCS) issued the [final agency decision](#) on Mercy Care's appeal of the procurement award for the Arizona Long Term Care System/Elderly & Physically Disabled (ALTCS-EPD) contract. The decision accepted, rejected and modified various findings of fact and conclusions of law made by the Administrative Law Judge (ALJ), which ultimately concluded with a denial of Mercy Care's appeal.

We are disappointed in this denial given the thorough review and recommendation provided by an independent and impartial ALJ. We are reviewing the next available steps as part of the appeal process, and we call on AHCCCS to implement a stay to avoid unnecessary disruption to member care until those legal processes have concluded.

Mercy Care is grateful to our community for all the support we've received throughout this process. As a reminder, Mercy Care remains an AHCCCS health plan—this ruling does not have any effect on our ACC-RBHA, ACC-RBHA with SMI, DDD, Mercy Care Advantage or DCS-CHP contracts.

Please don't hesitate to contact your [Mercy Care Network Management Representative](#) or your [Mercy Care Provider Educator](#) with any questions or comments. You can find this [Notice](#) and all other provider notices on our [Mercy Care website](#).

Thanks for all you do!

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