



**Provider communication**  
*General information and system updates*

March 7, 2024

**UPDATE: Change Healthcare outage - Correction**

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

Mercy Care recognizes the difficulty the Change Healthcare cyber security issue has created for our network providers. We've received a number of questions about this situation since it was first announced on Feb. 21.

Below is a list of the most frequently asked questions we've received, along with answers. We'll continue to update you as we have more information.

**1. When will this be resolved and when will I get my money?**

a. We don't know yet when Change Healthcare services will be fully restored. We urge all providers to follow updates about the Change Healthcare situation on the [UnitedHealth Group](#) website. Mercy Care is working on enlisting alternate vendors to assist with transmitting ERA and EFT information to providers as a temporary substitute. We're testing connections with these alternate vendors. Once testing is completed, we expect to begin payments via the alternate vendors.

**2. Do providers need to change to a different EDI?**

a. While changing to another EDI clearinghouse is not required, Mercy Care does strongly encourage providers to sign up with an alternate EDI vendor at least temporarily, while Change Healthcare continues to work through its issues.

**3. What is the benefit of switching to a different EDI?**

Switching to a new vendor will allow providers to submit claims. This means that:

- a. Submitting claims will preserve providers' timely filing rights and will not require additional work to override timely filing in the future.
- b. Claims will be in-house and can be processed and placed in queue for payment, thereby increasing the amount of those initial payments.
- c. Interest will be calculated based on the true clean date of claims. This will allow Mercy Care to offer a true amount in interest, should this be a prolonged Change Healthcare outage.

**4. Who are the alternate EDI vendors Mercy Care providers should use?**

a. These are the alternative EDI vendors:

Vendor	Phone	Website
Southwestern Provider Services (SPSI)	480-652-9665	<a href="http://www.spsi-edi.com">www.spsi-edi.com</a>
The SSI Group	800-881-2739	<a href="https://thessigroup.com/contact-us/">https://thessigroup.com/contact-us/</a>
Office Ally	360-975-7000	<a href="https://cms.officeally.com/">https://cms.officeally.com/</a>

b. These are the Payor IDs you should use for each vendor:

Vendor	Payor ID for All Mercy Care plans EXCEPT Mercy Care ACC-RBHA with SM	Payor ID for Mercy Care ACC-RBHA with SMI
Southwestern Provider Services (SPSI)	CMS 1500: MCP01 UB-04: MCPU	33628
The SSI Group	86052	33628
Office Ally	86052	33628

**5. What happens if this doesn't resolve in 2 weeks?**

a. Mercy Care is dedicated to helping our provider community work through any challenges this may cause. This includes facilitating arrangements with alternate claim vendors and payment of advances as needed.

**6. If this continues, can we ask for additional advances?**

a. Yes. We are hopeful the flow of claims-based payments will be resolved before the need for additional advances arises, but Mercy Care can process additional advances if needed.

**7. How soon after CHC goes back up do providers have to pay the money back?**

a. No later than 30 days after Mercy Care notifies the provider of the resumption of standard payment operations, or on such other date as Mercy Care and the provider mutually agree in writing, the provider shall refund to Mercy Care the full advance payment amount without interest. Providers will have 30 days after the flow of financial transactions at Change Healthcare is fully restored to repay their advance payment. Refer to your signed lump payment agreement for further details.

**8. How long will it take AHCCCS to review advance requests for approval?**

a. AHCCCS has promised to review requests in excess of \$50,000 on an expedited track. Once we receive AHCCCS approval, Mercy Care can process advance payments within three business days. We are also working with AHCCCS to continue to refine the approval process, so these begin to flow more smoothly if this issue continues.

**9. Is it possible to receive paper checks in the interim?**

All payment avenues that Mercy Care uses currently flow through Change Healthcare, so paying by paper check is not a viable option. The use of the advance payment process does allow for paper checks to be mailed. Claims submitted on paper will not be paid with a paper check.

**10. Can we pick up our advance check at the office as soon as it is cut?**

a. Currently we are overnighting advance checks to providers. If you need a check pickup or delivery, please discuss this with your Provider Relations Liaison.

**11. Do I need to stop seeing members?**

a. Please continue to see members as you normally would. While Mercy Care understands the financial burden this is placing on providers at present, we are working diligently to be certain that every provider is reimbursed for every member encounter.

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