



Provider communication

General information and system updates

March 1, 2024

Block and Capitation Payments - Change Healthcare Outage

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

A recent question was asked how the Change Healthcare Outage would affect providers who receive Block Payments or Capitation Payments.

Q. Are BLOCK and CAP(PMPM) payments impacted by the CHC outage?

No. These payments are not impacted by the outage and you will be reimbursed through normal process and timeframe.

We will provide you additional updates regarding the Change Healthcare outage, as we receive them.

Thank you for your service to our members.

[Sign up for our email list](#)

Mercy Care | 4750 S. 44th Place, Suite 150, Phoenix, AZ 85040

STAY CONNECTED

