



Provider communication

General information and system updates

April 12, 2024

On-line Provider Directory accuracy reminder April 2024

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

This is an important reminder about your contractual responsibility to help ensure Mercy Care has current and accurate information on file for you. If you experience a demographic change or want to terminate your contract with Mercy Care, it is critical to communicate this type of change to Mercy Care in a timely manner.

We use the provider demographic information we have on file to produce our on-line and hard copy provider directories. Inaccurate provider information can negatively impact member access to care. As a reminder, our provider manuals are an extension of your Mercy Care contract and contain the following important information about your contractual responsibilities.

According to [Mercy Care's Provider Manual](#) under **Chapter 4 - Provider Responsibilities, Section 4.33 - Contract Additions and Terminations**, as well as **Section 4.35 - Contract Changes or Updates**, it states:

Section 4.33 - Contract Additions and Termination - To meet contractual obligations and state and federal regulations, providers must report any terminations or additions to their contract at least 90 days prior to the change. Providers are required to continue providing services to members throughout the termination period.

Section 4.35 - Contract Changes or Updates - Providers **must** report any changes to demographic information to Mercy Care at least 90 days prior to the change to follow contractual obligations and state and federal regulations. Providers are required to continue providing services to members throughout the termination period.

Mercy Care is audited by our internal compliance departments and our regulators, CMS and AHCCCS, on the accuracy of provider demographic information contained in our provider directories. Audit results have identified inaccurate demographic provider information, due to not receiving timely notification of changes from many of our providers. Failure to notify Mercy Care timely of provider Adds, Terminations and/or Changes could result in the following corrective actions:

- Corrective Action Plan (CAP)
- Notice to cure
- Apply Referral restriction
- Sanctions
- Termination of the contract

Submission of Adds, Terminations and Changes can be submitted in the following methods:

Email notifications to:

MercyCareNetworkManagement@mercycareaz.org

Fax notifications to:

Mercy Care - 860-975-3201
 Mercy Care RBHA - 860-975-0841

Mail notifications to:

Mercy Care
 Attention: Network Management
 4750 S. 44th Place, Ste. 150
 Phoenix, AZ 85040

Below are the changes that require a 90 day notice to Mercy Care prior to a change:

- Individual or Group Name - Must be faxed, mailed or emailed to the above address with an updated W-9 and letter describing change and the effective date of the change to Provider Relations.
- Tax ID number - Must be faxed, mailed or emailed to the above address with an updated W-9 and letter describing change and the effective date of the change to Provider Relations.
- Address and Phone Number Change - Must be faxed, mailed or emailed to Provider Relations.
- Staffing Change Including Physicians Leaving the Practice - Must be faxed, mailed or emailed and include a letter describing the change and the effective date of the change to Provider Relations.
- Adding New Office Locations - Must be faxed, mailed or emailed and include a letter describing change and the effective date of the change to Provider Relations.
- Adding New Physicians to Current Contract - Must faxed, mailed or emailed and include a letter describing change and the effective date of the change to Provider Relations.
- Number of Beds Usage (i.e., Reducing Residential Beds) - This must be pre-approved by our Network Administration. Notification must be faxed or mailed and include a letter describing the change and the effective date of the change to Network Management at the above fax number and physical address. Notification can also be emailed to ContractingDepartment@MercyCareAZ.org.
- For providers who render services at more than one service location, CMS and AHCCCS expect the Provider Directories to include the actual dates providers are at each location, because the regulators know providers cannot service all locations on the same date. If you provide services at more than one service location, we need you to provide the days and times at each location. For example:

Correct Submission

John Smith M.D.
159 State Street
Monday 8-5, Wednesday 8-5, Friday 8-3
and
753 Jupiter Street
Tuesday 9-5, Thursday 9-5

Incorrect Submission

John Smith M.D.
159 State Street
Monday through Friday 8-5
and
753 Jupiter Street
Monday through Friday 8-5

As always, don't hesitate to contact your [Mercy Care Provider Relations Representative](#) 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!

[Sign up for our email list](#)

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

STAY CONNECTED

