



## Provider communication

*General information and system updates*

**August 8, 2024**

### **On-Demand Video Remote Interpreting (VRI)**

**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**

Access to Mercy Care On-Demand- Video Remote Interpreting (VRI) is temporarily unavailable.

If a provider is unable to meet a member's interpretive needs for a particular in-person visit, the provider may consider using Mercy Care's Scheduled Virtual Interpreting (SVI).

### **Scheduled Virtual Interpreting (SVI)**

Scheduled Virtual Interpreting (aka-Video) allows providers to set a scheduled time to have an interpreter join an appointment remotely. This method can support appointments that are set up as in-person or telehealth. When submitting a request, providers **must** include the appointment link, meeting code and password for the appointment.

Please contact Mercy Care Member Services to submit interpretation requests for the member's appointment.

Mercy Care ACC/DDD/ALTCS: **1-800-624-3879**

Mercy Care ACC-RBHA: **1-800-564-5465**

Mercy Care Advantage: **1-877-436-5288**

Mercy Care DCS CHP: **1-833-711-0776**

For additional information and resources please visit the Arizona Commission for the Deaf and Hard of Hearing (ACDHH) [Directory](#). This will provide a list of local vendors for provider's consideration. Providers are responsible for covering services they request. Any services rendered will not be paid by Mercy Care.

Please don't hesitate to contact your [Mercy Care Network Management 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!**

