



Provider communication
General information and system updates

February 16, 2024

ALTCS EP/D Appeal Update

Applicable to: Mercy Care Long Term Care

This week, Mercy Care learned our appeal will be heard by an Administrative Law Judge (“ALJ”) with the Arizona Office of Administrative Hearings between March 25 and April 15. The AHCCCS protest process includes many steps and an administrative hearing is a next step in this process. Following the hearing, the ALJ will recommend a decision to the AHCCCS Director.

Our position remains that the initial outcome of the ALTCS E/PD RFP is not in the best interest of the state. This proposed transition is an unjustified disruption to thousands of elderly, physically disabled and medically frail people served by Mercy Care, who has proven success in serving ALTCS members, while also reducing members’ choice of health plan, and ultimately disrupting their care delivery.

We continue to be optimistic about the possible outcome and continue to explore all options, including the possibility to stay (pause) the contract award (to include any and all transition or implementation activities) until Mercy Care’s protest has been fully and finally adjudicated.

Thank you for your continued support.

It's important to note that this contract award does not impact Mercy Care's other lines of business, including Mercy Care ACC-RBHA, Mercy Care Developmental Disabilities, Mercy Care Advantage and Mercy Care DCS CHP.

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