



Provider notice

Provider Manual and Policy Changes

March 26, 2024

Domain Transfers for APEP

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

Mercy Care received the below notification from AHCCCS and we would like to pass it along to our provider network.

A new resource is available to assist with domain transfers. The updated process for domain transfers is designed to protect the privacy of provider information.

[Domain Access in APEP.pdf](#) gives you helpful information about Domain Administrators, how to add a new administrator, and videos to walk you through the process.

Please follow the instructions in [Domain Access in APEP.pdf](#) to complete domain transfers. The AHCCCS Provider Services call center is no longer able to complete domain transfers.

Please 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!

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