



Provider communication

General information and system updates

April 15, 2024

Change Healthcare - Repayment date establishment

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

This notice is for Mercy Care network providers who received a lump sum advance payment as part of the Change Healthcare service interruption that was announced February 21.

If you received a lump sum advance payment from Mercy Care, this provider notification serves as the 30-day notification for repayment, as claims submission and payment activities have resumed. Multiple channels are available for submission of claims and multiple claims payment cycles have been completed.

Mercy Care Network Management Representatives will be sending those providers who received lump sum advance payments an email directly, reminding providers of the amount owed pursuant to the payment agreement.

You can repay the lump sum advance payment via paper check or wire transfer. For paper checks, use the address below:

Mercy Care Finance
Attn: 2024 PAYMENT AGREEMENT
4750 S 44th Place, Suite 150
Phoenix, AZ 85040

For wired transactions, wire instructions should reference "2024 PAYMENT AGREEMENT" when sent.

Thank you for your continued collaboration and care of our members.

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