

**January 11, 2024**



**Community communication**  
*Keeping you informed*

**Mercy Care Advantage Provider Manual January 2024**

**Applicable to: Mercy Care Advantage**

Effective January 11, 2024, the Mercy Care Provider Manual has been updated with our annual changes. All changes in the manual are highlighted in yellow.

Detailed changes for each chapter are listed below:

Chapter 1:

- Section 1.8 – Mercy Care Health Assistant through Healthmine – New section created regarding this program.

Chapter 4:

- Section 4.21 – Enrollee’s Medical Record – Language updated.
- Section 4.32 – Health Insurance Portability and Accountability Act of 1997 (HIPAA) Language updated.
- Section 4.40 – Contract Additions or Terminations – Language updated.

Chapter 7:

- Section 7.7 – Meals-Post Discharge – Language updated.

Chapter 9:

- Section 9.1 – Clinical Criteria Guidelines<sup>®</sup> - Language updated.

Chapter 10:

- Section 10.3 – Part D Transition of Coverage Process – Language updated.
- Section 10.4 – LTC/Nursing Facility – Language updated.
- Section 10.5 – Part D Co-Payments – Language updated.

Chapter 12:

- Section 12.1 – Prior Authorization (Pre-Service Organization Determinations) – Language updated.

Chapter 13: -

- Section 13.5 – Cost Sharing and Coordination of Benefits – Language updated.
- Section 13.16 – Non-Contracted Provider Reconsideration – Address updated.
- Section 13.17 – Provider Payment Dispute Resolution Process of Non-Contract Providers – Address updated.

Chapter 14:

- Section 14.1 – Filing and Resolving Grievances – Address updated.
- Section 14.8 – Submitting an Appeal – Address updated.

Chapter 15:

- Section 15.2 – How to File a Part D Prescription Drug Determination (Appeal) – Address Updated.

The Provider Manual can be accessed here:

[Mercy Care Advantage Provider Manual January 2024](#)

The Mercy Care Advantage Provider Manual Provider Manual is in the process of being loaded to our website.

As always, 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!

[Sign up for our email list](#)

Mercy Care | 4755 S. 44th Place, Suite 150, Phoenix, AZ 85040

STAY CONNECTED

