



## Provider communication

*General information and system updates*

October 31, 2023

### Appointment Availability and Transportation Updates

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

According to recent changes effective 10/1/2023 to [AHCCCS ACOM 417 - Appointment Availability, Transportation Timeliness, Monitoring and Reporting](#), the following highlighted key changes have taken place:

#### **Transportation**

Mercy Care will ensure the following performance targets are met by our provider network:

- 95% of all combined completed pickup and drop off trips in a quarter are completed timely.
- Mercy Care will evaluate compliance with these standards on a quarterly basis for all subcontracted transportation providers and require corrective action if standards are not met.
- Mercy Care will also track scheduled trips that were not completed for any reason.

Mercy Care will provide additional corrective action steps for any reporting quarter where the average percentage of all timely completed trips for that quarter falls below the performance target of 95%. These steps will include a timeline to meet the performance target of 95% of trips being completed timely.

#### **Appointment Availability Behavioral Health Provider Appointment Standards**

Effective 10/1/23, the new Appointment Availability Standard for Behavioral Health Providers is as follows:

- **Urgent Need Appointments** - As expeditiously as the member's health condition requires but no later than 24 hours from identification of need
- **Initial Assessment** - Within seven calendar days after the initial referral or request for behavioral health services.
- **Initial Appointment** - Within timeframes indicated by clinical need:
  - **For members aged 18 years or older**, no later than 23 calendar days after the initial assessment.
  - **For members under the age of 18 years old**, no later than 21 days after the initial assessment.

- **Subsequent Behavioral Health Services** - Within the timeframes according to the needs of the person, but no later than 45 calendar days from identification of need.
- **For Behavioral Health Provider Appointments:**
  - Urgent need appointments as expeditiously as the member's health condition requires but no later than 24 hours from identification of need.
- **For Routine Care Appointments:**
  - Initial assessment within seven calendar days of referral or request for service,
  - The first behavioral health service following the initial assessment as expeditiously as the member's health condition requires but:
    - **For members aged 18 years or older**, no later than 23 calendar days after the initial assessment.
    - **For members under the age of 18 years old**, no later than 21 days after the initial assessment.
    - **All subsequent behavioral health services**, as expeditiously as the member's health condition requires but no later than 45 calendar days from identification of need.

These new changes are in the process of being loaded into our [Provider Manual](#). We'll alert you once they are completely loaded and posted to our website.

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!

[Sign up for our email list](#)

Mercy Care | 4500 E. Cotton Center Boulevard, Phoenix, AZ 85040

STAY CONNECTED

