Mercy Care Web Portal Overview
Mercy Care Web Portal

1. To register for the web portal go to: www.mercycareaz.org

If the provider is contracted with both plans you will need to create a log in for each plan (Mercy Care and Mercy Care RBHA)
2. Click “For Providers” under one of the plans.
3. Go to “Forms” and complete Mercy One Source Registration form

Once registration is complete, registration email will be sent to Administrator user. Administrator will then create additional accounts for other staff within their organization.

- The Administrator user should not be a biller or 3rd party user
Mercy Care Web Portal

Once you submit the registration form you will receive a series of emails to complete the set up of the web portal account.

The email address that you enter will receive a set of three emails

1. Email stating the Mercy Care web portal access has been granted
2. Email to provide the user login name
3. Email with the link to the set the password

*These emails must be responded to within 24 hours or the account user password will need to be reset.
4. To login, Select the Mercy Care Web Portal in the top right hand corner of the web page.
Mercy Care Web Portal

5. Enter User Name and Password

- Each user should have a separate login
Mercy Care Web Portal

6. Upon a valid login being entered this screen shot will appear
Mercy Care Web Portal

7. To add users, select “Administration” at the top of the page and then navigate to “Add Users” on the left side menu.
Mercy Care Web Portal

Resources: Provider Documents
## Mercy Care Web Portal

### Resources: Provider Documents

This page contains provider related documents that can be downloaded.

<table>
<thead>
<tr>
<th>From</th>
<th>Documents</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>MercyCare</td>
<td>20181001 Mercy Care Fee Schedule ACC Behavioral Health.pdf</td>
<td>01/16/2019</td>
</tr>
<tr>
<td>MercyCare</td>
<td>20190101 Mercy Care Fee Schedule SNF.pdf</td>
<td>01/09/2019</td>
</tr>
<tr>
<td>MercyCare</td>
<td>20181001 Mercy Care Fee Schedule SNF.pdf</td>
<td>01/09/2019</td>
</tr>
<tr>
<td>MercyCare</td>
<td>20161001 Mercy Care Fee Schedule SNF.pdf</td>
<td>01/09/2019</td>
</tr>
<tr>
<td>MercyCare</td>
<td>20170101 Mercy Care Fee Schedule SNF.pdf</td>
<td>01/09/2019</td>
</tr>
<tr>
<td>MercyCare</td>
<td>20170701 Mercy Care Fee Schedule SNF.pdf</td>
<td>01/09/2019</td>
</tr>
<tr>
<td>MercyCare</td>
<td>20180101 Mercy Care Fee Schedule SNF.pdf</td>
<td>01/09/2019</td>
</tr>
<tr>
<td>MercyCare</td>
<td>20190101 Mercy Care Fee Schedule (includes HCBS).xlsx</td>
<td>01/02/2019</td>
</tr>
<tr>
<td>MercyCare</td>
<td>20180101 Mercy Care Fee Schedule.xlsx</td>
<td>01/02/2019</td>
</tr>
<tr>
<td>MercyCare</td>
<td>20171101 Mercy Care Fee Schedule.xlsx</td>
<td>01/02/2019</td>
</tr>
</tbody>
</table>

Showing 1 - 10 of 20 provider documents
Mercy Care Web Portal

Authorization Search

About Authorization Search
You can see which services your provider(s) have asked us permission to perform. And you can see if they've been approved.

Search Authorizations
Note: Please select a Provider Name

Member/Provider Information
Member Last Name: [Field]
Provider Name*: [Field]

Authorization Information
Authorization ID: [Field]
Authorization Status: [Field]
Authorization Date Range
Date From (mm/dd/yyyy): [Field]
Date To (mm/dd/yyyy): [Field]

[Search] [Cancel]
Mercy Care Web Portal

Claims Search

About Claims Search
You can view your claims to see which services your provider(s) has billed and if they've been paid.

Search Claims
Note: Please select a Provider Name

Member/Provider Information
Member Last Name
Member ID
Provider Name

Claim Information
Claim ID
Claim Type
Claim Status
Check Number
Service Date Range
Date From (mm/dd/yyyy)
Date To (mm/dd/yyyy)

Search
Cancel
Mercy Care Web Portal

Search Remittances

About Remittance Advice Search

This page allows you to obtain and display remittance advice detail based upon a paid claim. This page allows you to search for (and generate) a list of paid claims.

Remittance Advice Search

Note: Please choose any one provider name from Servicing Provider Name

Member/Provider Information

Member ID

Servicing Provider Name

Remittance/Claim Information

Claim ID

Check Number

Select Date Range

○ DOS Date Range

Claim Paid Date Range

Date From (mm/dd/yyyy)

Date To (mm/dd/yyyy)

Search

Cancel
Mercy Care Web Portal

Search Members
Mercy Care Web Portal

Panel Roster

About Panel Roster
This page allows the user to generate a list of members who have designated the provider to be their primary care physician (PCP).

Display Panel Roster

[Form fields for Provider Last Name and Servicing Provider Name]
Mercy Care Web Portal

Search Providers

About Provider Search
This page allows you to search for a provider based upon various criteria. You may search by Name, Provider Type, Provider Specialty, City, ZIP Code or by Provider ID.

Search Providers

Note: At least 1 field must be entered for this search.

Provider Information

Provider Last Name: Provider Last Name
Provider Type: Provider Type
Specialty: Specialty
Provider Location
City: City
ZIP: ZIP

Note: You must enter a provider ID.

Provider Information

Provider ID: Provider ID

Search
Cancel
Mercy Care Web Portal

PA Requirement Search Tool
The link takes you to an external site to complete the search function.
Mercy Care Web Portal

Clear Claim
The link takes you to an external site
Mercy Care Web Portal

Provider Deliverable Manager
The link takes you to an external site
Mercy Care Web Portal

Contact your Provider Relations Representative with further questions regarding the web portal.

To locate your assigned Provider Relations Representative

• go to www.mercycareaz.org and select “For Providers” under one of our health plans
• Scroll down and click “Provider Relations Department”
• Select from the list of options:
  • Provider Relations Assignments - Maricopa County
  • Provider Relations Assignments - ALTCS
  • Provider Relations Assignments - Pima County
  • Provider Relations Assignments - All Other Counties
  • Provider Relations Management
Thank You