



Provider communication

General information and system updates

January 4, 2024

Update on ALTCS contract awards

Applicable to: Mercy Care Long Term Care and Mercy Care Advantage

Mercy Care was notified that we were not awarded a contract for the Arizona Long Term Care System (ALTCS) Elderly and Physically Disabled (E/PD) services by the [Arizona Health Care Cost Containment System \(AHCCCS\)](#) on December 1, 2023. You can read the AHCCCS announcement [here](#).

Mercy Care filed a protest of the state's decision on December 20. Details of the protest are available on the [AHCCCS website](#).

We appreciate your partnership in continuing business as usual in order to avoid disruption to members. While we hope for an alternative outcome, we're still focused on serving our members and providers during the current contract, through September 30, 2024.

We will continue to share important updates with you on the [Mercy Care news page](#). It is important to know that this activity does not impact Mercy Care's other lines of business, including Mercy Care ACC-RBHA, Mercy Care Developmental Disabilities, Mercy Care Advantage, and Mercy Care DCS CHP.

Thank you for the wonderful care you provide our members!

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