



Mercy Care Provider Advisory Council

On June 5, 2019, the Mercy Care Provider Advisory Council met for our second quarterly Provider Advisory Council. Highlights of this meeting include:

Transportation Update

Mercy Care's Member Services department gave a brief summary regarding transportation calls.

- Our current biggest issue is answering calls timely. We have currently made improvements to this - answering in under 20 seconds (45 seconds is requirement).
- We are using Member Grievance information to track and trend data for improvements and solutions to transportation issues.
- We have created internal email boxes to enable more efficient routing of transportation concerns/issues and quicker responses.
- We have reviewed, through JOCs, information regarding transportation. We have a total of 24 contracted transportation providers and are working to establish new contracts in rural areas.

Provider Feedback included:

- The transportation handout provided in the last PAC meeting was extremely helpful in helping providers assist members with transportation issues.
- Provider looking into the opportunity for Peer Runs agencies to possibly assist with transportation on the adult side. Mercy Care looking into this further.

DDD Health Plan Contract Award

The DDD contract is a state-wide, integrated contract that begins on 10/01/2019. There were two health plans awarded a contract – Mercy Care and United Health.

Discussion topics included the following:

- Do you currently serve DDD Health Plan population?
- What concerns do you have regarding this population? (Logistics [waiting room, exam room, etc.]? Transportation? No-shows?)
- What challenges do you currently experience with this population?

Provider Feedback:

- The common theme – member no shows due to transportation issues.
- For providers that have historically contracted only with the Division, how can Mercy Care best integrate them into our (Mercy Care's) provider community and alleviate their concerns?

Provider Feedback:

- Difficulty in getting adult ACC members the care they need.
- Work on a telemedicine platform in place or northern territories.
- What are ways we can best integrate new providers?



Provider Feedback:

- Provide a better understanding of Prior Authorizations.
- Provide a better understanding of transportation covered services.
- Be transparent about what the issues are and set realistic expectations.

DDD Health Plan focused Mercy Care Provider Forum Feedback

Mercy Care provided our implementation strategy and welcomed feedback/concerns.

Mercy Care will be conducting DDD Health Plan focused forums in the following counties:

- Maricopa
- Pima
- Mojave
- Yuma
- Coconino
- Yavapai

Forums will be conducted between July 8 - August 31.

Provider Forum

We discussed the annual provider forum that will take place on September 5, 2019 and how we can make it better. What was liked best? What was liked least?

Provider Feedback

Overall the feedback was good on the past provider forum held last year. They enjoyed the break-out sessions. Several suggestions were made regarding topics and breakout sessions. For more information regarding the upcoming Provider Forum on September 5, 2019, please see the above article.