



Mercy Care implements Provider Advisory Council

Mercy Care kicked off a new Provider Advisory Council, and hosted its first meeting on March 6, 2019. The Council meets quarterly and has members from both the provider community and Mercy Care department representatives. The Provider Relations Department chairs the Provider Advisory Council.

The Provider Advisory Council's goal is to solicit provider participation and feedback in order to improve our overall performance for our provider community. We're asking providers for a one-year commitment to serve on the council, not to exceed a maximum of two years.

The first meeting reviewed Mercy Care's general operations. Here are some of the highlights:

Purpose and council responsibilities

- We used survey responses to create the agenda for the first meeting
- Council members are the voice of the provider community
- Work with other providers

General operations

- Website overview
- Communication overview
 - Website
 - Constant Contact
 - Meetings/JOCs
 - Provider Manual
- Provider Portals
- Prior Authorization
- Transportation
- Resources available

The overall feedback? This was a great introductory meeting and there are many opportunities for Mercy Care and providers to work together for a best-in-class system.

We'll be providing more detail in a meeting summary to all of you in the near future. Our next meeting is on June 5, 2019. Our focus will be on provider resources.