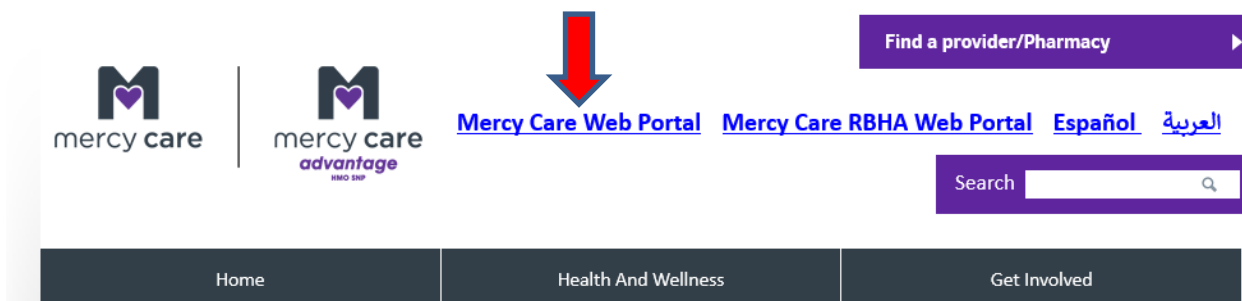1. Providers can access the portal from the MercyCareAZ.org website under the Mercy Care Web Portal link or the Mercy Care RBHA Web Portal link on the top right hand of the page.

2. Provider must have a secure log on and password.

3. At the bottom of the home screen is a list of all the Health Tools and select the Provider Deliverable Manager with Provider Report Management Tool.

4. Using the PDM tool – First select Provider Reports. Then select External Provider Report.

5. The External Provider Report page will open. It will list your provider name and ID number at the top left of the page. You will be able to select the report by provider and time period by using the filters. The results will appear at the bottom of the page. Click the report name and the file will open. The file contains the letter and claims data that is currently mailed out today. This is accessible 24 hours a day/7 days a week.