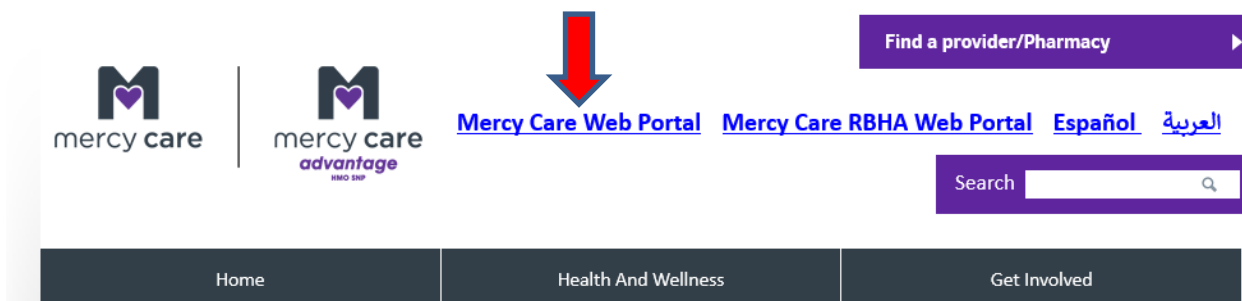


1. Providers can access the portal from the MercyCareAZ.org website under the Mercy Care Web Portal link or the Mercy Care RBHA Web Portal link on the top right hand of the page.



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

The screenshot displays the secure login interface for the Mercy Care web portal. On the left is the 'mercy care' logo. The main area contains a login form with two input fields: 'User Name (Medicaid)' and 'Password'. Below the 'User Name' field is a link that says 'I have forgotten my user name'. Below the 'Password' field is a link that says 'I have forgotten my password'. A large green 'Sign In' button is positioned below the password field. To the right of the login form is a section titled 'Why register for this secure web portal?' which explains the benefits of registration for members and providers. At the bottom right of this section are two buttons: 'Register now as PROVIDER' and 'Register now as MEMBER'.

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.

My Account	Tasks	Health Tools	Important Links	Contact Us
User Details	Authorization Search	PA Requirement Search Tool	Disclaimer	Questions? We're here to help.
Provider Details	Claims Search	Case Management	Sitemap	Just call Member
Change Password	Search Remittances	ALTCS	Referrals and Authorizations	Services/Provider Relations at
Change Secret Question	Search Members	Clear Claims		(602) 263-3000 or (800) 624-
Inbox	Panel Roster	Provider Deliverable		3679 or hearing impaired
Attachments	Search Providers	Manager(with Provider Report		(TTY/TDD): 711.
		Management Tool)		You can contact us .
		Register for EFT		
		Register for ERA		
		Business Intelligence Reports		

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

The screenshot displays the 'Deliverable Manager' interface. On the left sidebar, the 'Provider Reports' menu item is circled in red, and a red arrow points to the 'External Provider Report' button below it. The main content area has a blue header bar that reads 'Provider Report > External Provider Report'. Below this, there is a 'Welcome' message and a 'Provider' selection dropdown. A welcome message states: 'Welcome to the Mercy Care & Mercy Care Advantage Provider Reports Tool. For help and other instructions, please click here.' On the right side, there is a 'Provider Tool Links' section with links to 'Provider Outreach Manual: Medicare Advantage Part C STAR Measures' and 'Gaps in Care Technical Specifications and PCP Billing Guide 2018'. Below this is a 'Contact Us' section with contact information for Mercy Care Provider Relations. At the bottom, there is a 'Report Selection Options' section with three dropdown menus: 'Provider', 'Report Type' (showing '--No Reports Available--'), and 'Report Period' (showing '--No Periods Available--').

Deliverable Manager

Home

Document Library

Enter/Upload Deliverable

Deliverable Tracking

Provider Reports ▼

External Provider Report

FAQs

Provider Report > External Provider Report

Welcome: [User Avatar]

Provider: [Provider Avatar]

Welcome to the Mercy Care & Mercy Care Advantage Provider Reports Tool. For help and other instructions, please click here.

Provider Tool Links

- [Provider Outreach Manual: Medicare Advantage Part C STAR Measures](#)
- [Gaps in Care Technical Specifications and PCP Billing Guide 2018](#)

Contact Us:

If you have questions about the Provider Reports Tool or your individual reports, please contact Mercy Care Provider Relations at: 1-800-624-3879, Express Service Code 631.

Report Selection Options

Provider [Dropdown]

Report Type --No Reports Available-- [Dropdown]

Report Period --No Periods Available-- [Dropdown]

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.

Deliverable Manager

Home

Document Library

Enter/Upload Deliverable

Deliverable Tracking

Provider Reports ▾

External Provider Report

FAQs

Provider Report > External Provider Report

Welcome: [Redacted]
Provider: [Redacted]

Welcome to the [Redacted] Provider Reporting Tool. For help and other instructions, please click here.

The following reports are available for the health plan. All of these may not be available to you.

Report Name	Report Description
Negative Balance Report	Report containing negative balance summary

Report Selection Options

Provider

Report Type: Negative Balance Report

Report Period: 2020-03 (Monthly)

Report Selection Results

2 Report(s) Found

Reports
2020-03 (Monthly) Negative Balance Report for [Redacted]
2020-03 (Monthly) Negative Balance Report for [Redacted]