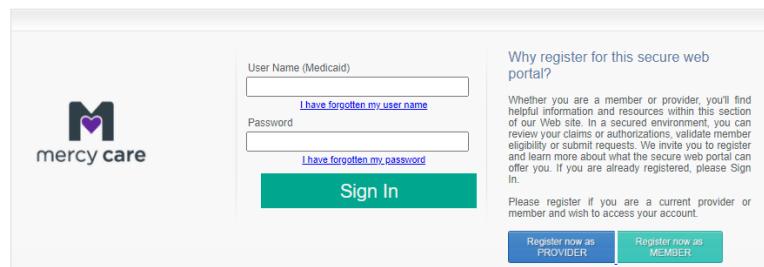


- Providers can access the portal from the MercyCareAZ.org website under the Mercy Care Web Portal link or the Mercy Care RBHA Web Portal link on the top right hand of the page.



- Provider must have a secure log on and password.



- 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 Claim		(602) 263-3000 or (800) 624-3879 or hearing impaired
Inbox	Panel Roster	Provider Deliverable Manager(with Provider Report Management Tool)		(TTY/TDD): 711.
Attachments	Search Providers	Register for EFT		You can <a href="#">contact us</a> .
		Register for ERA		
		Business Intelligence Reports		

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

The screenshot shows the 'Deliverable Manager' interface with a blue header bar. The main content area is titled 'Provider Report > External Provider Report'. On the left, a sidebar menu includes 'Home', 'Document Library', 'Enter/Upload Deliverable', 'Deliverable Tracking', and 'Provider Reports'. The 'Provider Reports' menu item is circled in red, and a large red arrow points to the 'External Provider Report' button, which is highlighted in blue. Below these are 'FAQs' and 'Report Selection Options' sections. The 'Report Selection Options' section contains three dropdown menus: 'Provider' (with a color palette), 'Report Type' (showing '--No Reports Available--'), and 'Report Period' (showing '--No Periods Available--'). On the right, a 'Provider Tool Links' box lists resources like 'Provider Outreach Manual: Medicare Advantage', 'Part C STAR Measures', 'Gaps in Care Technical Specifications and PCP', and 'Billing Guide 2018'. It also includes a 'Contact Us' section with a phone number and an 'Express Service Code 031' link.

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

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: [redacted]

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]