



Contract changes or updates

We periodically like to remind our provider network of the importance of notifying Mercy Care of any demographic or contract changes. In **Chapter 100 - Mercy Care Provider Manual – General Terms**, under **Chapter 4 – Provider Responsibilities**, section **4.39 - Contract Changes or Updates** it indicates:

Providers **must** report any changes to demographic information to MC at least 90 days prior to the change to follow contractual obligations and state and federal regulations. Providers are required to continue providing services to members throughout the termination period. For information on where to send change information, refer to the Table 8, Provider Record Updates (below).

Not notifying Mercy Care timely of these changes could result in financial ramifications. You may mail your changes to:

Mercy Care
Attention: Network Management
4755 S. 44th Place
Phoenix, AZ 85040
Fax: 860-975-0841

Provider Record Updates Table

Type of Change	Notification Requirements	Send to	Time to Process
Individual or group name	<u>Must</u> mail updated W-9 and letter describing change and effective date	Network Management	90 days
Tax ID number	<u>Must</u> mail updated W-9 and letter describing change and effective date	Network Management	90 days
Address or Phone Number Change	<u>Must</u> mail or fax	Network Management	90 days
Staffing changes including physicians leaving the practice	<u>Must</u> mail or fax letter describing change and effective date	Network Management	90 days
Adding new office locations	<u>Must</u> mail or fax letter describing change and effective date	Network Management	90 days
Adding new physicians to current contract	<u>Must</u> mail or fax letter describing change and effective date	Network Management	90 days
Number of Beds Usage (i.e. reducing		Network	



Type of Change	Notification Requirements	Send to	Time to Process
Residential Beds)	<u>Must</u> BE Pre-APPROVED	Administration	90 days