



Provider communication

General information and system updates

August 26, 2024

Timely and Complete Responses During Grievance Investigations

Applicable to: Mercy Care Advantage, Mercy Care ACC RBHA, Mercy Care Long Term Care, Mercy Care DD, and Mercy Care DCS CHP

Provider Notice regarding timely and complete responses to a grievance investigation.

This notice serves as a reminder to our service providers of Mercy Care's requirements during the grievance investigation process.

Mercy Care is committed to placing our members at the heart of everything we do. To best serve our members, Mercy Care requires the cooperation of our service providers during the grievance process. **All service providers are contractually obligated to participate and cooperate in any grievance investigation that arises from the dissatisfaction of one of our members.** All service providers are required to **respond timely** to the grievance analyst.

The following steps outline the expectations that Mercy Care has for its service providers with respect to the grievance process.

1. Upon receipt of a grievance, service providers are required to read the complaint and make note of the analyst's due date. Responding to the analyst with an acknowledgment of receipt is best practice.
2. On the rare occasion that a service provider is unable to meet a grievance deadline, providers may request an extension. The provider must email the analyst their request along with their reason for the request and the date by which they expect to have a response. Extension requests must be made **prior** to the original grievance due date.
3. When responding to a grievance, service providers need to carefully review every part of the complaint and provide a response to **every** question.
4. Provider responses should be detailed and thorough with the objective of resolving the complaint timely, by preventing the need for additional follow up questions.

5. Providers must *clearly* communicate in their responses which question they are answering by responding directly underneath each question.
6. If during the investigative process, a provider is found to have acted in error, providers are required, as part of their response, to provide a reasonable plan of action that addresses and/or prevents recurring offenses.

It is important that providers cooperate fully with the investigative process. Should a provider fail to follow the steps above as they are outlined, the result will be as follows:

If a provider does not respond to a grievance by the original due date and has not requested an extension, a second request for the response will be sent on the grievance due date. Providers receiving a second request will be given one (1) additional day to provide Mercy Care with a response to avoid further corrective action by the health plan.

Mercy Care appreciates the hard work of our service providers and looks forward to their continued cooperation during the grievance process.

Please don't hesitate to contact your [Mercy Care Network Management Representative](#) or your [Mercy Care Provider Educator](#) with any questions or comments. You can find this [Notice](#) and all other provider notices on our [Mercy Care website](#).

Thanks for all you do!

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