



Provider communication

General information and system updates

January 25, 2024

Notification of Urgent Member Events to ALTCS Case Managers

Applicable to: Mercy Care Long Term Care Assisted Living Facilities and Skilled Nursing Facilities

We would like to remind ALTCS providers that they must report to the member's Mercy Care Long Term Care Case Managers all member emergency room visits, hospitalizations, observation bed admissions, significant events, incidents, accidents, and expirations within twenty-four (24) hours of the occurrence.

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

We appreciate your assistance with this and thanks for all you do!

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