



Provider communication

General information and system updates

April 29, 2024

Step Therapy

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

Mercy Care is a managed care organization contracted with AHCCCS (AZ State Medicaid Program) to serve Medicaid Members in AZ. The AHCCCS program is under **Arizona Revised Statutes (A.R.S.), Title 36, Chapter 29**. Mercy Care's processes for prior authorization of services, medication, step therapy and appeals comply with this statute.

Pursuant to A.R.S. § 36-2903.L, AHCCCS contracted managed care organizations, such as Mercy Care, are exempt from A.R.S. Title 20.

Please 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.

Thanks for all you do!

[Sign up for our email list](#)

Mercy Care | 4750 S. 44th Place, Ste 150, Phoenix, AZ 85040

STAY CONNECTED

