

May 16, 2019

Lorry Bottrill  
Chief Executive Officer  
Mercy Care  
4350 E. Cotton Center Blvd.  
Phoenix, Arizona 85040

**RE: Release from October 29, 2018 Compliance Actions\_ Telephone Performance Standards**

Dear Mrs. Bottrill:

On October 29, 2018, the Arizona Health Care Cost Containment System, Division of Health Care Management (AHCCCS) issued a \$50,000 Sanction to Mercy Care for noncompliance with its YH19-0001-05 AHCCCS Complete Care Contract and its YH14-0001-08 Acute Care Contract regarding failure to maintain compliance with established telephone performance standards.

Mercy Care has corrected the deficiencies outlined in the October 29, 2018 Sanction letter including submission and implementation of an Action Plan. As part of its remediation, Mercy Care addressed performance of timely responses to member and provider call services and inquiries as mandated by Contract and Policy requirements through a variety of methods including: implementation of a delegated arrangement with entities to provide transportation call center services; addressing workforce management concerns; incorporating technology to improve call center efficiencies and increased call center oversight efforts.

Mercy Care has demonstrated the ability to meet and sustain compliance for the past four months (December 2018 - April 2019) and as a result AHCCCS is closing the Sanction and all associated monthly reporting requirements.

AHCCCS expects that Mercy Care will continue to demonstrate sustained compliance regarding Contract and Policy requirements for Telephone Performance Standards. Further non-compliance may result in additional Administrative Actions.

Should you have any questions regarding this matter, please contact Virginia Rountree at [Virginia.Rountree@azahcccs.gov](mailto:Virginia.Rountree@azahcccs.gov) or 602.417.4122.

Sincerely,



Meggan LaPorte, CPPO, MSW  
Chief Procurement Officer

Cc: Virginia Rountree, AHCCCS  
Christina Quast, AHCCCS  
Michelle Holmes, AHCCCS  
Ena Binns, AHCCCS  
Bernadette Moreno, Mercy Care  
Carissa Townsend, Mercy Care  
Kellie Manders, Mercy Care  
James Maguire, Mercy Care