

June 3, 2015

Mark Fisher  
Chief Executive Officer  
Mercy Care Plan  
4350 East Cotton Center Blvd., Building D  
Phoenix, AZ 85040

**RE: Notice to Cure - Release (ALTCS/EPD)**

Dear Mr. Fisher:

The Arizona Health Care Cost Containment System (AHCCCS), Division of Health Care Management (DHCM), reviewed and accepted Mercy Care Plan's Corrective Action Plan (CAP). The CAP was imposed as a result of the Notice to Cure (NTC) levied against Mercy Care Plan due to violation of its' ALTCS/EPD contract YH12-0001, for Contract year ending 2015, involving the Provision of Non Emergency Transportation Services/Appointment Standards and Timeliness of Service.

Mercy Care Plan has complied with the requirements of the NTC including submission and implementation of:

- a plan to immediately ensure the provision of non-emergency transportation services,
- a plan to ensure and assess network adequacy,
- daily reports for quality of care concerns,
- daily/weekly/bi-weekly reports for telephone performance measures,
- daily totals for non-emergency transportation services trips,
- call center staffing totals,
- listing of new transport providers,
- an ongoing plan for monitoring potential adverse outcomes, and
- a new request for material change to operations and the network.

All grievances and quality of care concerns related to transportation as well as associated adverse outcomes have been tracked and assessed; all issues have been appropriately addressed and resolved. In addition, Mercy Care Plan recently updated its telephone call routing process to include an option for members who require urgent transportation after hours; weekdays from 6 pm to 7 am and all day Saturday and Sunday. This change was made in order to further improve the member experience regarding transportation services.

Based on the above, Mercy Care Plan has fulfilled the NTC requirements as outlined in the ALTCS/EPD contract YH12-0001 for the contract year ending 2015. As such, Mercy Care Plan is no longer required to submit daily reports for quality of care related to transportation or bi-weekly telephone performance measures reports.

If you have any questions or concerns regarding this letter, you may contact Virginia Rountree, Operations Administrator, at 602-417-4122 or [Virginia.rountree@azahcccs.gov](mailto:Virginia.rountree@azahcccs.gov).

Sincerely,



Michael Veit  
Chief Procurement Officer

Cc: Melanie Herring, Compliance Director  
Lorry Bottrill, Head of MCP Operations  
Shelli Silver, Assistant Director, DHCM  
Virginia Rountree, Interim Assistant Director, DHCM  
Christina Quast, Interim Operations Manager, DHCM  
Kim Elliott, Clinical Quality Management Administrator, DHCM  
Barbara Lang, Behavioral Health Administrator, DHCM  
Michelle Holmes, Operations and Compliance Officer, DHCM