



***Our first care is your health care***  
ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

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August 20, 2009

Stanley Aronovitch, Sc.D.  
President & CEO  
Mercy Care Plan  
4350 E. Cotton Center Blvd.  
Building D  
Phoenix, AZ 85040

**RE: Corrective Action for Inappropriate Remit Language**

Dear Dr. Aronovitch:

The AHCCCS Division of Health Care Management (DHCM), pursuant to the Acute Care Contract YH09-0001, requests the development and submission of a Corrective Action Plan (CAP) that will address the erroneous language included on the Mercy Care Remit Advice.

On August 5, 2009 AHCCCS informed Mercy Care Plan that the language on their Remit Advice incorrectly described the Claim Dispute process. Mercy Care indicated on August 6, 2009 that the Language would be updated by August 18, 2009. On August 18, 2009, AHCCCS requested a status update regarding the system correction. On August 19, 2009, Mercy Care responded that the system was not updated. As a result Mercy Care must submit an official CAP focusing primarily on correcting the erroneous language on the Remit Advice as well as a definite completion date. The remit language must be corrected prior to September 5, 2009. The CAP is due to AHCCCS by September 1, 2009.

Under the authority granted to AHCCCS by Section D, Paragraph 72 of the Acute Care Contract and the AHCCCS Contractor Operations Manual Policy 408 – Sanction Policy, AHCCCS may impose a monetary sanction if MCP does not correct the situation by September 5, 2009.

If you have any questions regarding this matter please contact Rodd Mas at 602-417-4072.

Sincerely,

Michael Veit  
Contracts and Purchasing Administrator

CC: Rodd Mas  
Kate Aurelius