

February 2, 2018

Eddy D. Broadway  
Chief Executive Officer  
Mercy Maricopa Integrated Care  
4350 E. Cotton Center Blvd, Bldg. D  
Phoenix, AZ 85040

**RE: Response to Closure Request for Notice of Concern\_ Claims Processing Timelines**

Dear Mr. Broadway,

The Arizona Health Care Cost Containment System, Division of Health Care Management (AHCCCS), is writing Mercy Maricopa Integrated Care (MMIC) to formally close the Notice of Concern (NOC) regarding claims processing timelines which was jointly issued by AHCCCS and Arizona Department of Health Services on March 17, 2016.

The NOC was issued under the ADHS Contract, ADHS13-043918 due to MMIC's failure to comply with claims processing timeline standards, specifically regarding adjudication of ninety-five (95%) of all clean claims within thirty days of receipt and ninety-nine (99%) within sixty days of receipt. MMIC was out of compliance with both processing timeline standards for five months for all claim types and non-compliant with at least one performance standard within specific claims categories (i.e. Dental, Professional, and Institutional) for twelve months.

In response to the NOC, MMIC implemented a plan of action that addressed internal processes to ensure sustained compliance with all processing timelines for all claim types. MMIC has met performance standards for twelve consecutive months for claims processed within both thirty days and sixty days of receipt. MMIC is therefore released from the NOC.

AHCCCS expects that MMIC will continue to demonstrate sustained compliance regarding processing timelines for all claim types in each specific claim category. AHCCCS will continue to closely monitor this area and any further non-compliance may result in additional compliance actions, up to and including sanctions.

Should MMIC have any additional questions or concerns, please contact me at 602.364.4426 or [enabinns@azahcccs.gov](mailto:enabinns@azahcccs.gov).

Sincerely,



Ena Binns  
Operations Compliance Officer  
AHCCCS Division of Health Care Management

cc: Virginia Rountree, AHCCCS  
Christina Quast, AHCCCS  
Michelle Holmes, AHCCCS  
Bernadette Moreno, MMIC