



## Provider communication

*General information and system updates*

**August 21, 2024**

### **Administrative Law Judge's Recommendation re: ALTCS E/PD Protest**

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

An important update for our community on Mercy Care's appeal of the ALTCS E/PD contract awards. More information on the status of the ALTCS contract awards can be found on [AHCCCS's website](#) and the [Mercy Care news page](#).

On August 9, we received the Administrative Law Judge's (ALJ) recommended decision to AHCCCS on our RFP protest. The ALJ recommended the appeal be granted, the procurement be cancelled, and a new Request for Proposal (RFP) issued. This is **not** a final decision on the protest - it is only a recommendation.

AHCCCS now has until September 9 to issue a final decision.

On August 13, AHCCCS announced it is pausing member transition activities related to the ALTCS E/PD contract awards. This means that all work related to member transition activities for the new contracts stopped immediately and that **members will remain with their current ALTCS health plan "for the foreseeable future."**

Mercy Care has been a strong partner to AHCCCS since 1985. We've served members and providers as an ALTCS contractor since 2000. For nearly 25 years, we've operated a quality program, focused on delivering access to high-quality care for our ALTCS members. We've transformed the health care delivery system for members who are eligible for long-term care by helping them remain in the care setting of their choice, while getting the services and supports they need to live their healthiest life and achieve their full potential.

**Mercy Care is ready and able to continue serving ALTCS members and families.**

To all those who have advocated for ALTCS members in this matter, we're grateful for your continued support.

*It's important to note that this contract award does **not** impact Mercy Care's other lines of business, including Mercy Care ACC-RBHA, Mercy Care Developmental Disabilities, Mercy Care Advantage and Mercy Care DCS CHP.*

Please don't hesitate 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!**

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