



Provider communication

General information and system updates

July 26, 2024

Complexity-Capable Care

Applicable To: Mercy Care ACC-RBHA, Mercy Care Advantage, Mercy Care DD, Mercy Care LTC, Mercy Care DCS-CHP

Attention Mercy Care Primary Care Providers (PCPs), Behavioral Health Outpatient Clinics (77s), Federally Qualified Health Centers (FQHCs), and Integrated Care Clinics (ICs):

Mercy Care is evaluating our network for providers (specific types identified above) who can meet the needs of individuals and their families with multiple complex conditions, which SAMHSA defines as “complexity-capable care.”

What is Complexity-Capable Care?

Complexity-capable care programs are designed to meet the needs of individuals (and their families) with multiple complex conditions that extend beyond just co-occurring mental health and substance use disorders. Additional treatment areas of focus include chronic medical illnesses like Hepatitis or HIV, trauma, legal matters, housing difficulties, criminal justice system involvement, unemployment, education concerns, childcare or parenting difficulties, and cognitive dysfunctions.

This definition is further outlined in the SAMHSA [TIP 42](#).

This survey is required for all **providers identified in this notice**, regardless of their capacity to provide this kind of care. If you have more than one location, a survey will need to be completed for each location (each NPI number). To complete more than one survey, you can return to the link in this notice and access the survey again, or there is a link that will take you to a new survey when you submit your responses. Please read the instructions outlined within the survey.

[Complexity-Capable Care Survey](#)

Please complete this survey later than **August 14th, 2024**.

As always, don't hesitate to contact 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. [Sign up](#) to receive our emails.

Thank you for your continued support!