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## Provider communication

*General information and system updates*

May 14, 2024

### AVA - Virtual Chatbox

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

On May 6, 2024 AHCCCS sent a notification to all providers regarding AVA - Virtual Chatbox. AVA is the AHCCCS solution that has been upgraded to make it easier to get answers to most common provider questions. We are resending this important notification to our provider network. Please click on the link to review details.

#### [AVA - Virtual Chatbox](#)

Please 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.

Thanks for all you do!

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