



Provider communication

General information and system updates

January 9, 2024

AHCCCS AMPM 510 - Important Update for PCPs

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

Mercy Care is writing to notify our Primary Care Providers about the recent AHCCCS AMPM Policy 510 update. This policy was revised to strengthen the language for coordination and collaboration between Primary Care Providers (PCPs) and Behavioral Health Providers (BHPs). Overall, the AHCCCS AMPM 510 establishes requirements for Primary Care Providers inclusive of the provision of initial and primary care services, behavioral services provided by the PCP, primary care coordination responsibilities, appointment standards, referrals and appointment standards for specialty care and physical assistant, and nurse practitioner visits in a nursing facility.

If you are a Primary Care Provider, please review the updated policy to make sure you are aware of and are following the requirements.

[AMPM 510](#) can be reviewed in further detail by clicking on the preceding link.

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.

Thanks for all you do!

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