



## Provider communication

*General information and system updates*

November 29, 2023

### No Cost Professional Training Certification Opportunity

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

Over the past several months we been working on a collaborative professional development opportunity that Mercy Care, AHCCCS, the Arizona Workforce Development Alliance and Association for Talent Development (ATD) have been coordinating. These two professional programs, offered at no-cost, are now available for enrollment.

- **[Training and Facilitation Certificate Program](#)** - The Training and Facilitation program is intended for staff whose primary function has them serving as a trainer/facilitator and are new to the role, or have not received formal professional development in this area. This program is offered over six half-day sessions. Complete attendance and participation is required to receive credit. All attendees must meet eligibility requirements and sign an attestation statement.
- **[ATD Integrated Talent Management Certificate Program](#)** - The Integrated Talent Management (ITM) Program is intended for those whose primary function has them serving in a leader role within Training/Workforce Development/Talent Management and are new to the role, or have not received formal professional development in this area. This program is offered over two full-day sessions. Complete attendance and participation is required to receive credit. All attendees must meet eligibility requirements and sign an attestation statement.

For more information and registration for these valuable courses, please visit the [Workforce Development Programs for AHCCCS Providers](#) web page.

**TIP:** To complete registration, attendees must know the Provider Type Code for the AHCCCS contracted organization through which they are employed.

Upon completion, those choosing to attend will receive a professional electronic badge from ATD that helps further build their Training/Workforce Development/Talent Management connections and impact, and identifies them as a Training/Workforce Development/Talent Management professional in Arizona and beyond.

ATD has implemented a Customer Care Team to assist with registration issues or questions. The Customer Care Team is available at 800-628-2783.

Thanks for all you do!



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STAY CONNECTED

