



Provider communication

General information and system updates

March 6, 2024

Veteran Engagement

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

Mercy Care, along with its providers, will be working with the AHCCCS-Approved Statewide Veteran Resource Provider, **Be Connected**, and their network of community organizations that provide care and support for service members, veterans, and families. In coordination, they shall:

- Develop and implement outreach activities to inform members and families through handbooks, websites, and online provider searches of the benefits available and how to access those services.
- Determine an appropriate number of referrals per month based on the number of members who need assistance.
- Train staff on the available community resources and appropriate actions to take for ensuring members are afforded the ability to effectively access these resources.

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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