



4350 E. Cotton Center Boulevard • Building D • Phoenix, AZ 85040 • (602) 263-3000 • (800) 624-3879

**Provider Notification**

<b>Original Date of Notification</b>	<b>8/15/11</b>	<b>Revision Date</b>	<b>10/12/11</b>
<b>Plans Affected</b>	<b>All Lines of Business</b>		
<b>Subject</b>	<b>Electronic Submission of COB Information</b>		

Great news! Mercy Care is pleased to announce that we're rolling out the ability for your practice to submit claims electronically when other insurance is the primary payer. This will occur on **October 12, 2011**. It will no longer be necessary for you to drop this type of claim to paper for processing. All claims will be coordinated with the primary payer's payment at the line level.

While Mercy Care anticipated this implementation would go into effect October 1, 2011, there was an issue that was identified that inadvertently postponed this. The issue has been resolved and we are currently accepting these claims. If you had any claims that were rejected after October 1, 2011, please feel free to resubmit at this time as there should no longer be an issue.

As a reminder, if your practice currently does not submit claims electronically, we encourage you to do so. The benefits of electronic claim submissions include:

- Accurate submission and immediate notification of submission errors (level 2 report)
- Faster processing resulting in prompt payment
- Mercy Care pays transaction costs

Your continued partnership with Mercy Care is appreciated and will help reduce unnecessary costs to both the Medicaid and Medicare programs. Please contact your Provider Relations Network Consultant or Account Manager by calling Mercy Care at (602) 263-3000 or (800) 624-3879 and press the Express Service Code 631 for further information regarding electronic submissions.