



MERCY MANAGED CARE BULLETIN

Affiliate Providers

Due to large number of providers participating in the Mercy Network LLC, please carefully review the plan updates specific to your group’s participation agreement with Mercy Network LLC. This will help ensure you are aligned with the most accurate and relevant information for your providers

IMPORTANT CONTACTS

SPRGMMC@Mercy.Net

contact to join Mercy Network LLC.

MercyMCenrollment@Mercy.Net

contact for provider Managed Care enrollment, provider health plan effective dates, and provider load questions.

Mercy_MC_Network_Operations@Mercy.Net

contact for prior auth/denials, health plan contract/rate related inquiries, network management support, acquisitions, contract updates, and panel/ member attribution.

Mercy_MC_Contract_Operations@Mercy.Net

contact for contract questions, claims escalation, and health plan query requests.

IMPORTANT SITES

MANAGED CARE CONTRACT NEWS

Review health plan updates including administrative, reimbursement, clinical, pharmacy and/or authorization policy changes, and provider newsletters.

FRIENDLY REMINDERS

All Regions:

Humana Retro Authorization Notification:

As a reminder, certain services require prior authorization **before** the services are fully furnished. Contract providers must timely submit an authorization request when required. Please see [Humana’s Prior Authorization and Notification List \(PAL\)](#) and the Provider Manual for details on the services that require prior authorization.

Based on recent CMS guidance, requests submitted after services are fully furnished must be processed as payment requests. Accordingly, providers should submit a claim after the services have been fully furnished – not a request for authorization (retro authorizations).

Humana PAL list can be accessed at: humana.com/PA

Home State Health, Ambetter, Wellcare by Allwell Provider Appointment Standards for Scheduling:

Please see attached flyers on pages 6-9 regarding the reminder of provider appointment standards for scheduling. This is to ensure members receive services for medical and behavioral health appointments in a timely manner. This information can also be found in the provider manuals.

New National Hearing Aid Supplier for Cigna Healthcare:

Start Hearing will become the new national provider of digital and digitally programmable analog hearing aids and supplies, replacing Amplifon Hearing Health Care (Amplifon) effective January 1, 2026.

Customers enrolled in certain Cigna Healthcare medical plans with a hearing aid benefit, as well as those in states with mandated hearing aid coverage, will be affected by this change.

What this means to you

- The process for ordering hearing aids will largely remain the same, except you will need to call Start Hearing instead of Amplifon.
- Claims for hearing aids and supplies that were purchased through Amplifon must be submitted to Amplifon by March 31, 2026.



MERCY MANAGED CARE BULLETIN

Affiliate Providers

Due to large number of providers participating in the Mercy Network LLC, please carefully review the plan updates specific to your group's participation agreement with Mercy Network LLC. This will help ensure you are aligned with the most accurate and relevant information for your providers

For full details about the Start Hearing arrangement, including reimbursement and servicing the devices, please refer to the article on the [Cigna Healthcare Provider Newsroom](#) or the notification letter recently sent to you by Cigna Healthcare.

East Region

HealthSpring (formerly Cigna Healthcare Medicare Advantage):

The Cigna Healthcare Medicare Advantage brand, which includes Medicare Advantage, Supplemental Benefits and Medicare Part D, is changing to HealthSpring effective January 1, 2026. Please see how to submit claims below or visit this link: [resources-submitting-claims.pdf](#)

How to submit claims:

- Electronic claims can be submitted electronically through Availity essentials using Payer ID 52192 or through your preferred vendor.
- Paper claims can be mailed to: HealthSpring Medicare Advantage claims PO Box 23456 Chattanooga, TN 37421
- If you're interested in submitting claims electronically via electronic data interchange, call provider customer service at 1-800- 230-6138.

Refer to the provider manual linked here: [HealthSpring Provider Manuals | Providers | HealthSpring](#) for more information on submitting claims.

PAYOR COMMUNICATIONS

Cigna Healthcare:

- **All Regions:** Effective November 3, 2025, Cigna Healthcare updated their Cigna for Healthcare Professionals portal (CignaforHCP.com) to streamline the online claim process. Please visit this link to see what has changed: [providernewsroom.com/cigna-healthcare/new-online-claim-attachment-features-now-available-on-cignaforhcp-com/](#)

Medica:

- **East, Southeast, SWMO:** Medica held a webinar in December 2025 linked here: [medica | stlouiswelcome2026](#) that included the topics below:



MERCY MANAGED CARE BULLETIN

Affiliate Providers

Due to large number of providers participating in the Mercy Network LLC, please carefully review the plan updates specific to your group's participation agreement with Mercy Network LLC. This will help ensure you are aligned with the most accurate and relevant information for your providers

- Website resource tour
- Maximizing efficiency with member ID card information
- Best practices in prior authorization, claim, and appeals processes
- Accessing help when you need it
- **East, Southeast, SWMO:** Please see attached January Medica Connections news bulletin regarding clinical, pharmacy, administrative news, and self-service helpful tips linked here: [jan2026conn.pdf](#).

Healthy Blue:

East, Southeast, SWMO, Kansas: Please see the December Healthy Blue newsletter linked here: [December 2025 Provider Newsletter - Provider News](#) and the January newsletter regarding Prior Authorization changes that go effect April 1, 2026 linked here: [January 2026 Provider Newsletter - Provider News](#)

PAYOR CONTRACT UPDATES

Managed Care Contracts

Carrollton Bank:

- **All Regions:** DTE contract for Carrollton Bank termed effective December 31, 2025. Moved to UMR with two-tier self-funded plan.

Tall Tree:

- **All Regions:** DTE Contract for Tall Tree added a new group – Quest Specialty Products effective October 1, 2025. Tall Tree insurance card is attached on pages 10-15.

WW Wood Products:



MERCY MANAGED CARE BULLETIN

Affiliate Providers

Due to large number of providers participating in the Mercy Network LLC, please carefully review the plan updates specific to your group's participation agreement with Mercy Network LLC. This will help ensure you are aligned with the most accurate and relevant information for your providers

- **All Regions:** DTE Contract for WW Wood products was previously a First Options Legacy account and now Direct effective January 1, 2026 with card attached on page 16.

City of Jackson:

- **All Regions:** DTE Contract for City of Jackson updated 2026 ID cards attached on pages 17-23.

Level Health:

- **All Regions:** DTE Contract for Level Health went into effect January 1, 2026. Level Health insurance card attached on page 24.

MERS Goodwill:

- **All Regions:** DTE Contract for MERS Goodwill will be terming effective December 31, 2025. Moved to Anthem Network, Administered by Personify TPA.

Quality Collision Group (QCG):

- **All Regions:** DTE Contract for Quality Collision Group changed their TPA from JP Farley to Yuzu effective January 1, 2026. Quality Collision Group insurance card attached on page 29.

Sapaugh Motors:

- **All Regions:** DTE Contract for Sapaugh Motors changed their TPA from Auxiant to Personify Health effective January 1, 2026. Sapaugh insurance card attached on page 25-28.

University of Missouri – St. Louis (UMSL):

- **All Regions:** DTE Contract for UMSL is terming effective December 31, 2025. All members moved to UHC selecting the Core or Choice Plus Network.

Springfield Public Schools (SPS):

- **East, SWMO:** DTE Contract for Springfield Public Schools is terming effective December 31, 2025. All members



MERCY MANAGED CARE BULLETIN

Affiliate Providers

Due to large number of providers participating in the Mercy Network LLC, please carefully review the plan updates specific to your group’s participation agreement with Mercy Network LLC. This will help ensure you are aligned with the most accurate and relevant information for your providers

moved to Anthem Network, Administered by Med-Pay/Point C TPA.

Tri-State Healthcare Coalition:

- **Southeast:** DTE Contract for Tri-State Healthcare Coalition is terming effective December 31, 2025. All members are moving to Aetna Network, Administered by BMI/Point C TPA except Roper Autobody and Heart of America Beverage.

Wal-Mart Arkansas:

- **Arkansas:** DTE Contract for Wal-Mart Arkansas is terming effective December 31, 2025. Members have the option to select a national carrier plan such as Arkansas BCBS, Aetna, etc.

Med-Pay & BMI TPAs:

- **All Regions:** Both Med-Pay TPA and BMI TPA for the DTE contracts listed below rebranded to Point C effective January 1, 2026. Please see attached sample ID cards on pages 30-49.

Employer Group	TPA	Mercy Region
City of Springfield	Point C fka MedPay	All Communities
COFMC (Central Oklahoma Family Medical Center)	Point C fka BMI	Mercy Hospital Ada
H.E. Williams	Point C fka BMI	Mercy Hospital Carthage
Jasper County (Carthage)	Point C fka BMI	Carthage Only
Missouri State University	Point C fka MedPay	All Communities
Ozarks Community Hospital	Point C fka BMI	Southwest Missouri
S & H Farm Supply	Point C fka MedPay	All Communities
Scurlock Industries	Point C fka MedPay	All Communities
SRC (Springfield Remanufacturing)	Point C fka MedPay	All Communities
The School District of Springfield, R-12 (SPS)	Point C fka MedPay	East, Central, West
Trailiner Corporation	Point C fka MedPay	All Communities
Tri-State Healthcare Coalition	Point C fka BMI	Southwest Missouri