

Credentialing

Providers who add new offices sites, new practitioners, move to a new location, or would like to change a practitioners status i.e. open or closed, are requested to contact our Provider Relations Department in writing or by e-mail. Also, please feel free to contact our office if you have any staffing changes and would like a MercyCare Provider Relations Representative to help acquaint them with MercyCare procedures.

Credentialing Process

Before a provider can see a MercyCare member they must first complete the credentialing process. The process is initiated by requesting an application from our Credentials Specialist. After the form is completed, the form and supporting documentation should be sent back to MercyCare attn: Credentialing Department. Once the completed form is returned our Credentials Specialist begins to verify the information. After all of the information is verified, it is presented to the MercyCare Credentials Committee to evaluate based on the applicant's education, training, experience, and other relevant information. The applicant will be notified by letter of the Credential Committee's decision.

MercyCare Insurance Company re-credentials all practitioners. Renewable information is re-verified, and the Credentials Committee reviews the file for continued compliance of health plan expectations and member satisfaction.

If you have any questions or concerns regarding the credentialing process please call Jane Sowles at 1-800-752-3431 x3066 .

Notification of Practitioner Termination

MercyCare Insurance Company (MCIC) is required to notify membership of practitioners leaving the MCIC network 30 days PRIOR to their termination. MCIC does this to ensure continuity of care by notifying the member and assisting them in finding a suitable alternative.

If you have a practitioner leaving your provider site, please notify MCIC in writing no later than 40 days prior to the termination date. Please send your notification to:

MercyCare Insurance Company
P.O. Box 2770
Janesville, WI 53547
Attn: Provider Relations Department