



Provider communication

General information and system updates

August 4, 2023

Mercy Care Provider Manual August 2023

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

Effective August 4, 2023, the Mercy Care Provider Manual has been updated. All changes in the manual are highlighted in yellow.

Detailed changes for each chapter are listed below:

Chapter 100 – Mercy Care Provider Manual General Terms

- **Section 2.00 - Mercy Care Contract Information** - Updated Solari Statewide Crisis phone number.
- **Section 4.02 - Appointment Availability Standards** – Moved one paragraph from Section 4.03 to 4.02.
- **Section 4.19 - Member's Medical Records** - New section added regarding Behavioral Health Inpatient Care Coordination.
- **Section 4.27 - Health Insurance Portability and Accountability Act of 1997 (HIPAA)** - Added highlighted text based on information received from our Compliance Department.
- **Section 4.42 - Provider Financial Reporting** - Highlighted new section regarding new Provider Financial Reporting Guide that was posted to our website.
- **Section 12.00 - Quality Management Overview** - Updated highlighted sections to consolidate QOC and R&S sections into Chapter 100. Removed sections from Chapter 200, 300 and 400.
- **Section 12.02 - Quality of Care (QOC) - Peer REview and Fair Hearing Process** - Updated highlighted sections to consolidate QOC and R&S sections into Chapter 100. Removed sections from Chapter 200, 300 and 400.
- **Section 12.03 - Provider Monitoring** - New information added.
- **Section 12.04 - Ambulatory Medical Record Review** - This section was added.
- **Section 12.10 - Reporting and Monitoring of Seclusion and Restraint** - Updated highlighted sections to consolidate QOC and R&S sections into Chapter 100. Removed sections from Chapter 200, 300 and 400.
- **Section 14.12 - Correct Coding Initiative** - Additional detail on how to access ClearClaim using Availity added.
- **Section 14.17 - Checking Status of Claims** - Updated Availity information.

- **Section 14.31 – Program Integrity** - Updated language.
- **Section 15.00 - Fraud and Abuse Overview** - Updated language.
- **Section 16.00 – General Information** - Updated language throughout chapter.
- **Section 16.01 – Contract Requirements** - Updated language throughout chapter.

Chapter 200 – MCCC, Mercy DD and DCS CHP – Plan Specific Provider Manual

- **Section 3.03 - Emergency Services** - Language changes including new Solari phone number.
- **Section 3.11 – DD Members with an SMI Designation, Provider Requirements** – Minor language changes.
- **Section 3.16 – Pre-Petition Screening, Court Ordered Evaluation and Court Ordered Treatment** - Language regarding American Indian/Alaskan Indian information.
- **Section 4.03 - Outreach, Engagement, Reengagement and Closure** - Language change.
- **Section 4.06 – Crisis Intervention Program** - Language change.
- **Section 5.08 - Exclusions** - Language change.
- **Section 5.10 - Behavioral Health Medications** - Added information regarding Spravato. Updated Family Planning mailing address.
- **Section 9.00 – Provider Requirements for Specific Programs and Services** – Updates made to PRSPS.

Chapter 300 – Mercy Care Long Term Care – Plan Specific Provider Manual

- **Section 2.14 - Provider Requirements for Adult Foster Care Home** - Minor language changes.
- **Section 2.15 - Provider Requirements for Skilled Nursing Facilities (SNFS)** - Minor language changes.
- **Section 2.17 – Employment Service** - New Section added based on Provider Notice.
- **Section 4.04 – Emergency Services** – Language changes made including new Solari phone number.
- **Section 4.05 - Crisis Intervention Services** – Language changes made.
- **Section 4.16 – Pre-Petition Screening, Court Ordered Evaluation, and Court Ordered Treatment** - Moved Pre-Petition Screening, Court Ordered Evaluation and Court Ordered Treatment section from chapter 400 to Chapter 300 to match at the request of the ALTCS OR. Language changes made.
- **Section 4.18 - Out of State Treatment for Behavioral Health** - Minor language changes.
- **Section 4.20 - Outreach, Engagement, Reengagement and Closure** - This whole section was added based on feedback from AHCCCS during the ALTCS OR.
- **Section 4.21 - Assessments** - Added DUGless language based on feedback received from ALTCS OR to add to Chapter 300.
- **Section 5.08 - Exclusions** - Language changes made.
- **Section 5.10 - Behavioral Health Medications** - Added information regarding Spravato.

Chapter 400 – Mercy Care RBHA – Plan Specific Provider Manual

- **Section 1.00 - About Mercy Care ACC-RBHA** - Crisis definition updated.
- **Section 2.02 – Additional Behavioral Health Appointment Availability Information** - Language changes made.
- **Section 2.04 - Outreach, Engagement, Reengagement and Closure** - Language changes made.
- **Section 2.05 – Emergency Services** – Language changes made including new Solari phone number.

- **Section 2.06 - Crisis Intervention Services** - Language changes made.
- **Section 2.09 - Clinical Guidelines** - New language for this section regarding Personal Medicine.
- **Section 2.13 – Pre-Petition Screening, Court Ordered Evaluation, and Court Ordered Treatment** - Language changes made. Solari phone number updated. Added language regarding American Indian/Alaskan Indian benefits.
- **Section 3.05 - Intra-RBHA Clinic Transfers** - Language changes made.
- **Section 6.08 - Exclusions** - Language changes made.
- **Section 6.10 - Behavioral Health Medications** - Added information regarding Spravato.
- **Section 8.01 - Dental Covered Services** - Language added regarding new dental benefits for SMI American Indian population.
- **Section 18.0 - Provider Requirements for Specific Programs and Services** - Updated new or revised PRSPS.

You can access the Mercy Care Provider Manual on our [Provider Manual](#) web page for all lines of business by clicking on the link.

As always, 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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