



## Provider communication

*General information and system updates*

May 24, 2023

### **Resources available for individuals affected by the closure of a sober living home or residential facility**

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

#### **BACKGROUND**

The AHCCCS Office of Inspector General and the Arizona Attorney General's Office became aware of potential fraudulent billing practices including significant increases in billing for outpatient behavioral health services. These circumstances triggered a multi-agency review and investigation of potential fraud, waste and abuse. Ultimately, this led AHCCCS to connect the irregular billing of these services with alleged criminal activity targeting indigenous peoples and other vulnerable Arizonans.

These investigations led to the announcement that the AHCCCS Office of Inspector General (OIG) suspended payments to more than 100 registered providers of Medicaid services based on credible allegations of fraudulent billing activities. These provider payment suspensions are known as Credible Allegations of Fraud (CAF) suspensions. These provider payment suspensions are expected to increase as the investigative process evolves. A list of these suspended provider, along with prior suspensions since 2019 and provider terminations since May 1, 2023, is posted on the [AHCCCS Provider Suspensions and Terminations](#) web page. This list will be updated regularly.

AHCCCS has, and will continue to, enact holistic, system-wide strategies to find and eliminate fraudulent billing, including moving three behavioral health provider types to the high-risk category for new and revalidating providers, reviewing all existing claims edits which differ from national standards, and more.

#### **RESOURCES AVAILABLE**

AHCCCS has published a guide for American Indian Health Program members who have been affected by the closure of a sober living home or residential facility. The guide includes health plan contacts, instructions on how to verify providers, and a list of non-emergency medical transportation providers.

The Member Guide is available in [English](#) and [Spanish](#) and is linked on the [American Indian AHCCCS Members](#) web page.

AHCCCS and Solari, Inc. have launched a dedicated hotline at **2-1-1 (press 7)** for any American Indian Health Program or managed care member who may need help due to the closure of a sober living home or residential facility. It is available 24 hours a day, 7 days a week. Trained navigators at the hotline are equipped to help callers with related transportation and immediate housing needs if they've been displaced, and help them find other health care services.

The **2-1-1 (press 7)** hotline is hosted by Arizona 211, the community information referral services program administered by Solari, Inc., the state's 988 and Arizona crisis response vendor. 2-1-1 staff are trained to help individual AHCCCS members and any large group of members with immediate housing, transportation, and health services needs related to a provider closure. Mobile crisis teams are ready to deploy whenever members need hands-on, immediate behavioral health services.

AHCCCS has alerted tribal, state, and local police departments of this hotline, and has equipped law enforcement agencies with hotline business cards to distribute in their communities.

More resources and a Member Guide for American Indian Health Plan enrollees is available at [www.211arizona.org/MMIP](http://www.211arizona.org/MMIP).

For further information, please feel free to access the [Fact Sheet for AHCCCS Provider Suspension Payments](#).

#### **REPORTING MEDICAID FRAUD AND MEMBER ABUSE**

There is no wrong door to report suspicious activity. AHCCCS works closely with state agencies, the FBI, the Arizona Attorney General, and other responders to investigate fraud and abuse. Providers should report situations of suspected Medicaid fraud or abuse at **602-417-4045**, [AHCCCSFraud@azahcccs.gov](mailto:AHCCCSFraud@azahcccs.gov) or [azahcccs.gov/Fraud/ReportFraud](http://azahcccs.gov/Fraud/ReportFraud).

If you have any questions or concerns, don't hesitate to contact your Mercy Care [Network Management Representative](#). You can find this [Notice](#) and all other provider notices on our Mercy Care website.

Together we need to remain vigilant in keeping our vulnerable members safe. Thanks for all you do!

[Sign up for our email list](#)

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