

## **REVISION SUMMARY PROVIDER MANUAL**

**APRIL 2025**

Language updated throughout all four Chapters relative to Forms and Attachments. The Forms sections of the website and the Resources and Guides sections have been updated.

### **Chapter 100**

- **Section 1.03 – MC Policies and Procedures** – additional policy language regarding specific activities added.
- **Section 3.00 – Network Management Overview** – updated language under provider on-boarding training and orientation.
- **Section 4.07 – Preventive or Routine Services** – language updates throughout section.
- **Section 4.08 – Well-Woman Preventative Care Service Standards** – language updates throughout section.
- **Section 4.19 – Member’s Medical Record:**
  - Updates to information required as per medical record documentation standards.
  - CALOCUS (CHILDREN ONLY) – updated second bullet to include language regarding updating for significant changes and what constitutes a significant change.
  - Medical Record Audits - language updated.
- **Section 4.23 – Missed or Cancelled Appointment** – entire section revised.
- **Section 4.28 – Cultural Competency, Health Literacy and Linguistic Services – Accessing Oral Interpretation Services** – scheduling timelines added at the end of this section.
- **Section 4.35 – Office Administration Changes and Training Requirements** – adding language regarding providers caring for EPSDT members.
- **Section 4.36 – Consent Forms** – entire section revised.
- **Section 5.00 – Early and Periodic Screening Diagnostic and Treatment (EPSDT)** – entire chapter replaced.
- **Section 7.00 – Family Planning Overview** – entire section updated/clarified.
- **Section 7.01 – Provider Responsibilities for Family Planning Services** – language revisions throughout this section.
- **Section 7.02 – Covered and Non-Covered Services** – additional language added for family planning.
- **Section 8.01 – High-Risk Maternity Care** – updated language regarding referrals with Perinatal Referral Form.
- **Section 9.04 – Medically Necessary Non-Emergency Transportation for Physical and Behavioral Health Services** – updated with new NEMT protocols.
- **Section 15.03 – Administrative Remedies for False Claims and Statements** – updated False Claim Act Penalties.
- **Section 18** – Updates throughout – mostly related to State Fair Hearings.

### **Chapter 200**

- **Section 1.00 – MCCC/Mercy DD/Mercy Care DCS CHP Overview** – added language regarding collaboration with other governmental agencies and where to find collaborative protocols/MOUs.
- **Section 2.01 – Covered Services:**
  - Language updates regarding EPSDT, vision and well visits. Language added regarding DCS members.
  - Added language about DDD covered services, vendors and what is covered under Long Term Care.
- **Section 3.08 – Behavioral Health Appointment Standards** – additional language added throughout section.
- **Section 3.11 – DD Members with an SMI Designation, Provider Requirements – Clinic Transfer – Transfer**

**Guidelines** – added second bullet noting that members must be transferred to the new ACC-RBHA Health Home at the same level of care.

- **Section 3.11 – DD Members with an SMI Designation, Provider Requirements – Follow-up After Significant and/or Critical Events (all regions)** – added paragraph at the beginning of the section regarding assessment at the ACC-RBHA Health Home prior to admission to an inpatient and/or sub-acute/crisis setting.
- **Section 3.12 – PCP Coordination of Care** – additional language added.
- **Section 3.13 – General and Informed Consent** – language clarified and updated throughout section.
- **Section 3.28 – Housing for Individuals Determined to have Serious Mental Illness (SMI) for Central GSA** – removed language regarding eviction prevention funding and added language regarding housing subsidy. Added reference to AHCCCS AMPM Chapter 1710, H2O, and Housing Specialist.
- **Section 3.29 – Employment & Rehabilitation Services for Individuals Determined to be Eligible for Title XIX/XXI Behavioral Health Service Benefit:**
  - ACOM 447 effective date updated.
  - Under notation about Prevocational and Employment offered by Mercy Care being distinct from ADES/RSA – updated to reference AHCCCS Covered Behavioral Health Services Guide rather than AMPM 310-B.
- **Section 4.02 – Referral and Intake Process:**
  - Maternity Referrals – language added/clarified.
  - EPSDT Referral Requirements section added.
  - Children’s Direct Support and Specialty Provider Referrals – language regarding DSP and Specialty services updated and moved.
- **Section 5.09 – Family Planning Medication and Supplies** - clarifying language noting that oral contraceptives are provided through the pharmacy. Reference to Chapter 7 on Family Planning noted.
- **Section 7.00 – Dental Overview** – updates to dental claim form information and medical claim information added.
- **Section 7.01 – Dental Covered Services** – updates throughout the section.
- **Section 7.02 – Vision Services** – updates throughout the section.
- **Section 9.00 – Provider Requirements for Specific Programs and Services** – language updated to indicate all documents have been moved to Availity.

## Chapter 300

- **Section 1.00 – Mercy Care Long Term Care Overview** – added language regarding collaboration with other governmental agencies and where to find collaborative protocols/MOUs.
- **Section 2.17 – Employment Services** – in last paragraph of this section added reference to AHCCCS ACOM 447.
- **Section 3.01 – Covered Services** – minor language changes and updates throughout the section.
- **Section 3.03 – Long Term Care Services (Covered by DDD)** – added additional language regarding covered services and what is covered by qualified vendors.
- **Section 4.09 – Behavioral Health Appointment Standards** – entire section revised.
- **Section 4.13 – General and Informed Consent – Special Requirements for Children** - minor language updates, including additional language regarding emancipated minors.
- **Section 4.20 – Outreach, Engagement, Reengagement and Closure – Follow-Up After Significant and/or Critical Events (all regions)** - added paragraph at the beginning of the section regarding assessment at the ACC-RBHA Health Home prior to admission to an inpatient and/or sub-acute/crisis setting.
- **Section 4.26 – Housing for Individuals Determined to have Serious Mental Illness (SMI)** - removed language regarding eviction prevention funding and added language regarding housing subsidy. Added reference to AHCCCS AMPM Chapter 1710, H2O, and Housing Specialist.
- **Section 4.27 – Reporting of Seclusion and Restraint** – moved into new section as this was in an incorrect location.
- **Section 5.09 – Family Planning Medication and Supplies** - clarifying language noting that oral contraceptives are provided through the pharmacy. Reference to Chapter 7 on Family Planning noted.

- **Section 7.00 – Dental Services** – updates throughout the section.
- **Section 7.01 - Vision Services** – language updates throughout the section.
- **Section 9.00 – Provider Requirements for Specific Programs and Services** – language updated to indicate all documents have been moved to Availity.

## Chapter 400

- **Section 1.02 – Overview of Mercy ACC-RBHA – Model 1: Integrated Health Home (IHH)** – updated housing coordinator to housing specialist or point of contact.
- **Section 2.03 – Referral and Intake Process** – family planning, ACOG, and EPSDT language updated/added.
- **Section 2.04 – Outreach, Engagement, Reengagement and Closure – Follow-Up After Significant and/or Critical Events** - added paragraph at the beginning of the section regarding assessment at the ACC-RBHA Health Home prior to admission to admission to an inpatient and/or sub-acute/crisis setting.
- **Section 2.14 – Housing for Individuals Determined to have Serious Mental Illness – Other MC Housing Requirements** - added reference to AHCCCS AMPM Chapter 1710, H2O, and Housing Specialist.
- **Section 3.05 – Intra-RBHA Clinic Transfers – Transfer Guidelines** - added fifth bullet noting that members must be transferred to the new ACC-RBHA Health Home at the same level of care.
- **Section 4.00 – Covered and Non-Covered Services** – minor updates related to EPSDT in physical health services table.
- **Section 6.09 – Family Planning Medications and Supplies** – minor language updates and information added to family planning claims.
- **Section 8.00 – Dental Overview** – minor language updates.
- **Section 8.01 – Dental Covered Services** – language updates throughout the section.
- **Section 8.02 – Vision Services** – language updates throughout the section.
- **Section 10.02 – Coordination of Behavioral Health Care with Other Governmental Entities – Arizona Department of Economic Security/Rehabilitation Services Administration (ADES/RSA)** - under notation about Prevocational and Employment offered by Mercy Care being distinct from ADES/RSA – updated to reference AHCCCS Covered Behavioral Health Services Guide rather than AMPM 310-B.
- **Section 11.00 – Concurrent Review – Adult Behavioral Health Residential Facilities** – updated language to clarify that BHRF for all GMH/SU members requires prior authorization, not simply eating disorder treatment.
- **Section 13.03 – Accessing Services that Require Prior Authorization** – updated language to clarify that admission to and continued stay in BHRF is required for all GMH/SU members and not just members receiving eating disorder treatment.
- **Section 13.04 – How to Request a Prior Authorization** – updates throughout regarding forms and removing language about ECT prior authorization.
- **Section 18.00 – Provider Requirements for Specific Programs and Services** – language updated to indicate all documents have been moved to Availity.