



## Provider communication

*General information and system updates*

**May 29, 2024**

### **Mercy Care Provider Manual May 2024**

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

Effective **May 17, 2024**, 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 – MC PM General Terms**

**Section 1.01 – About Mercy Care** – Updated Dignity Health and Ascension Care Management language.

**Section 4.01 – AHCCCS Registration** – APEP language updated per AHCCCS.

**Section 4.19 - Member's Medical Records** - Included reference to Augmentative and Alternative Communication Device Systems in the manual and referenced the Claims Processing Manual.

**Section 5.13 – Oral Health Screening and Dental Homes** – Updated language per changes in AMPM Exhibit 431 – Attachment A.

**Section 13.10 – Complex Radiology Service Authorizations** - Added paragraph to help providers understand they must submit medical necessity documentation in order to avoid unnecessary denials. Language changes made.

**Section 14.26 – Durable Medical Equipment (DME)** – New language added by our Medical Management Department.

**Section 14.27 – Augmentative and Alternative Communication Device Systems** – Added this section to the Provider Manual per AHCCCS request.

#### **Chapter 200 – PM Plan Specific Terms**

**Section 5.02 – Notification of PDL Updates** - Language has been added to the provider manual to let providers know how they can request a copy of the PDL.

**Section 9.00 – Provider Requirements for Specific Programs and Services** - Updated all PRSPS documents to link properly.

## **Chapter 300 - PM Plan Specific Terms**

**Section 2.15 – Provider Requirements for Skilled Nursing Facilities (SNFs)** – Language changes made by Long Term Care.

**Section 9.00 – Provider Requirements for Specific Programs and Services** – Updated all PRSPS documents to link properly.

## **Chapter 400 - PM Plan Specific Terms**

**Section 2.15 – Services with Special Circumstances – Non-Title XIX/XXI Behavioral Health Services Benefit** – Added new link to Non-Title Enrollment Reference Guide.

**Section 18.00 – Provider Requirements for Specific Programs and Services** - Updated all PRSPS documents to link properly.

**Section 19.01 – Provider Responsibilities for Non-Title XIX/XXI Services** – Unnecessary language eliminated.

### **The Provider Manual chapters can be accessed here:**

**Chapter 100 - Mercy Care General Terms**

**Chapter 200 - MCCC, Mercy DD and Mercy Care DCS CHP - Plan Specific Terms**

**Chapter 300 - MCLTC Plan Specific Terms**

**Chapter 400 - ACC-RBHA - Plan Specific Terms**

You may also 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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