



Provider communication

General information and system updates

January 5, 2024

Mercy Care Provider Manual January 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 January 2, 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 2.03 – Community Resources Contact Information Table – Updated website addresses.

Section 4.02 – Appointment Availability Standards - Changes made per ACOM 417.

Section 4.07 – Preventive or Routine Services – Language changes made.

Section 4.08 - Well-Woman Preventative Care Service Standards – Language changes made.

Section 4.14 – Primary Care Providers (PCPs) – Language changes made.

Section 4.19 – Member’s Medical Record – Language changes made.

Section 4.28 – Cultural Competency, Health Literacy and Linguistic Services – Language changes made.

Section 4.34 – Clinical Guidelines – Language changes made.

Section 4.39 – Contract Changes or Updates – Address Updated.

Section 5.01 – Requirements for EPSDT Providers – Language changes made.

Section 5.03 – Periodic Screenings – Language changes made.

Section 5.04 – Nutritional Assessment and Nutritional Therapy – Language changes made.

Section 5.05 – Developmental Screening Tools – Language changes made.

Section 5.06 – Oral Health and PCP Application of Fluoride Varnish – Language changes made.

Section 5.07 – Pediatric Immunizations/Vaccines for Children Program – Language changes made.

Section 5.08 – Body Mass Index – Language changes made.

Section 5.09 – Blood Lead Screening – Language changes made.

Section 5.10 – Behavioral Health Screening – Language changes made.

Section 5.13 – Oral Health Screening and Dental Homes – Language changes made.

Section 5.15 – Metabolic Medical Foods – Language changes made.

Section 5.16 – Arizona Early Intervention Program – Language changes made.

Section 7.00 – Family Planning Overview – Language changes made.

Section 7.01 – Provider Responsibilities for Family Planning Services – Language changes made.

Section 8.00 – Maternity Overview – Language changes made.

Section 8.04 – Obstetrical Care Appointment Standards – Language changes made.
Section 8.05 – General Obstetrical Care Requirements – Language changes made.
Section 8.06 – Additional Obstetrical Physician and Practitioner Requirements – Language changes made.
Section 8.11 – Loss of AHCCCS Coverage during Pregnancy – Language changes made.
Chapter 9 – Emergency and Non-Emergency Transportation – Updated entire chapter to reflect AHCCCS Policy Updates per 310-BB.
Section 14.19 – Claim Resubmission or Reconsideration – Availability update made.
Section 14.31 – Program Integrity – Language changes made.
Section 15.00 – Fraud and Abuse Overview - Language updates made.
Section 16.00 - General Information – Language changes made.
Section 16.01 – Contract Requirements – Language changes made.

Chapter 200 – PM Plan Specific Terms

Section 2.01 – Covered Services - Language changes made.
Section 2.02 – Non-Covered Services – Language changes made.
Section 3.03 – Emergency Services - Added Crisis/State Only Membership Reference Guide.
Section 3.16 – Pre-Petition Screening, Court Ordered Evaluation and Court Ordered Treatment – Language changes made.
Section 3.18 – SMI Eligibility Determination - Added Non-Title Enrollment Reference Guide.
Section 4.02 – Referral and Intake Process – Language changes made.
Section 4.04 – Serious Mental Illness Determination – Language changes made.
Section 4.06 – Crisis Intervention Services – Language changes made.
Section 5.01 – Updating the Preferred Drug Lists (PDLs) – Address change made.
Section 8.00 – Grievances – Address change made.
Section 8.01 – Provider Claim Dispute – Address change made.
Section 8.02 – Appeals - Address change made.
Section 8.03 – Conduct of Investigations Concerning Members with Serious Mental Illness – Address change made.
Section 8.04 – Notice and Appeal Requirements (SMI and Non-SMI/Non-Title XIX/XXI) – Address change made.
Section 9.00 – Provider Requirements for Specific Programs and Services – Children’s Behavioral Health Home PRSPS changes made.

Chapter 300 – PM Plan Specific Terms

Section 4.04 – Emergency Services – Added Crisis/State Only Membership Reference Guide.
Section 4.05 – Crisis Intervention Services - Assessments – Language changes made.
Section 4.16 – Pre-Petition Screening, Court Ordered Evaluation, and Court Ordered Treatment – Language changes made.
Section 5.01 – Updating the Preferred Drug Lists (PDLs) - 4.24 — Address change made.
Chapter 8 – Grievances, Appeals and Claim Disputes – Address change made.

Chapter 400 – PM Plan Specific Terms

Section 1.00 – About Mercy Care ACC-RBHA – Non-Title language added.
Section 1.01 – Overview of the Arizona Public Behavioral Health System – SMI and SED Information updated.
Section 1.02 – Overview of Mercy Care ACC-RBHA – Minor language changes made .
Section 2.00 – SMI Eligibility Determination – Language changes made.
Section 2.03 – Referral and Intake Process - Language changes made.
Section 2.04 – Outreach, Engagement, Reengagement and Closure – Language changes made
Section 2.06 – Crisis Intervention Services - Included Crisis/State Only Membership Reference Guide.
Section 2.09 – Clinical Guidelines – Language changes made.

Section 2.13 – Pre-Petition Screening, Court Ordered Evaluation, and Court Ordered Treatment

– Language changes made.

Section 2.15 – Services with Special Circumstances – Non-Title XIX/XXI Behavioral Health

Services Benefit - Added Non-Title Enrollment Reference Guide to this section. Also indicated GO-SUDS Funding will end on 3/31/2024.

Section 3.04 – Case Management Caseload Ratio Guidelines – Language changes made.

Section 4.00 – Covered and Non-Covered Services – Language changes made.

Section 6.01 – Updating the Preferred Drug List (PDLs) – Updated new address.

Section 9.00 – Integrated Care Management – Language changes made.

Section 13.13 – Retrospective Review Added Address Change – Updated to new address.

Section 17.00 – Title XIX/XXI Notice and Appeal Requirements – Updated to new address.

Section 17.01 – Complaint Resolution – Updated to new address.

Section 18.00 – Provider Requirements for Specific Programs and Services – New language added to Children’s Assigned Behavioral Health Home.

The Provider Manual chapters can be accessed here:

[Chapter 100 - Mercy Care General Terms](#)

[Chapter 200 - MCCC, Mercy DD and Mercy Care DCS-Chip - 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. This web page will be updated over the next week.

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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Mercy Care | 4755 S. 44th Place, Suite 150, Phoenix, AZ 85040

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