



## Provider communication

*General information and system updates*

October 20, 2023

### Mercy Care Provider Manual October 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 23, 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 Contact Information** – Updated Claim Disputes/Appeals phone number.
- **Section 4.01 – AHCCCS Registration** – Added additional information regarding AHCCCS Provider Enrollment Portal per Contract Amendment.
- **Section 4.14 - Primary Care Providers (PCPs)** – Additional language added regarding Transfer of Care. Added additional information regarding PCPs per Contract Amendment.
- **Section 4.19 – Member’s Medical Record** – Several language changes made.
- **Section 14.11 – How to File a Claim** – Added Relay Health to this section.
- **Section 16.00 – General Information** – Minor language changes from Workforce Development.
- **Section 16.01 – Contract Requirements** – Minor language changes from Workforce Development.
- **MC Chapter 17 – Centers of Excellence** – Brand new chapter regarding Centers of Excellence.
- **Section 17.00 – Centers of Excellence General Information** – Brand new section regarding Centers of Excellence.
- **17.01 – Birth to Five (Early Childhood) Centers of Excellence Description** - Brand new section regarding Centers of Excellence.
- **17.02 – Transition Aged Youth/FEP Centers of Excellence Description** – Brand new section from regarding Centers of Excellence.
- **17.03 – Adolescents with Substance Use Disorder Centers of Excellence Description** – Brand new section regarding Centers of Excellence.

- **17.04 – Transition Aged Youth/ Transition to Independence Process Centers of Excellence Description** – Brand new section regarding Centers of Excellence.
- **17.05 – Adults with Chronic Pain Centers of Excellence Description** – Brand new section regarding Centers of Excellence.
- **17.06 – Autism Spectrum Disorder Centers of Excellence Description** – Brand new section regarding Centers of Excellence.

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

- **Section 3.11 – DD Members with an SMI Designation, Provider Requirements** – Language changes made.
- **Section 3.21 – Assessments** – Major Language changes made.
- **Section 3.22 – Minimum Elements of the Behavioral Health Assessment** - Major language changes made.
- **Section 3.25 – Update to Assessment and Service Plan - Outreach, Engagement, Reengagement and Closure** - Major language changes made.
- **Section 4.06 – Crisis Intervention Program** – Whole section revised.
- **Section 8.01 – Provider Claim Disputes** - Updated e-mail and fax number for claims disputes.
- **Section 9.00 – Provider Requirements for Specific Programs and Services** – Updates made to specific requirements and linking problem has been resolved.

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

- **Section 2.00 – MCLTC Overview** – Additional highlighted information added
- **Section 4.21 – Assessments** – Language changes.
- **Section 4.22 – Minimum Elements of the Behavioral Health Assessment** – Major language changes.
- **Section 4.24 – Update to Assessment and Service Plan** – Major language changes made.
- **Section 4.25 – Transfer Assessment** – Major language changes made.
- **Section 8.01 – Provider Claim Disputes** - Claim dispute e-mail and fax number updated.
- **Section 8.01 – Provider Claim Disputes - Out of State Treatment for Behavioral Health** – Claim dispute e-mail and fax number updated.

**Chapter 400 – Mercy Care RBHA – Plan Specific Provider Manual**

- **Section 2.04 – Outreach, Engagement, Reengagement and Closure** – New language added.
- **Section 2.08 – Assessment and Service Planning** - Several language changes made.
- **Section 2.15 – Services with Special Circumstances – Non-Title XIX/XXI Behavioral Health Services** – Language changes made.
- **Section 17.04 – Provider Claim Disputes** – Updated e-mail and fax number for Claim Disputes.
- **Section 18.00 – Provider Requirements for Specific Programs and Services** - Updates made to specific requirements and linking problem has been resolved.

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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