



Provider communication

General information and system updates

August 30, 2024

Mercy Care Provider Manual August 2024

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

Effective August 26, 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

- **Section 4.14 – Primary Care Providers** - minor language update, scope of practice language addition and medication management language addition/changes
- **Section 4.19 – Member’s Medical Record** – language updated due to links and one form no longer being available.
- **Section 4.28 – Cultural Competency, Health Literacy and Linguistic Services** – language added regarding utilizing Mercy Care Language Access Services and using other vendors.
- **Section 4.28 – Cultural Competency, Health Literacy and Linguistic Services** – language added regarding Section 1557 of the PPACA to match Member Handbook language.
- **Section 14.11 – How to File a Claim** – EDI vendors updated to current vendors.
- **Section 16 – Workforce Development** – language updates throughout

Chapter 200

- **Section 3.31 – Behavioral Health Fee Schedule** – updated code table and removed S5109 and replaced with S5140 and S5145
- **Section 4.06 – Crisis Intervention Services** – removed Mind 24/7 Camelback clinic from list of active crisis clinic providers.
- **Section 5.00 – Pharmacy Management Overview** – language added regarding step therapy and quantity limits.

Chapter 300

- **Section 4.05 – Crisis Intervention Services** – removed Mind 24/7 Camelback clinic from list of active crisis clinic providers.
- **Section 5.00 – Pharmacy Management Overview** – language added regarding step therapy and quantity limits.

Chapter 400

- **Section 2.06 – Crisis Intervention Services** – removed Mind 24/7 Camelback clinic from list of active crisis clinic providers.
- **Section 6.00 – Pharmacy Management Overview** – language added regarding step therapy and quantity limits.

Provider Requirements for Specific Programs and Services (Chapter 9 within Chapter 200)

- **Child Adolescent Specialty Provider** – language updates throughout
- **Children’s Assigned Behavioral Health Home** – language updates throughout.
- **Integrated Rapid Response Children PM Version** - language updates throughout

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. 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!

[Sign up for our email list](#)

www.MercyCareAZ.org

STAY CONNECTED

