



Provider communication

General information and system updates

February 26, 2024

Mercy Care Provider Manual February 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 February 20, 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:

Availability information updated through all four chapters.

Chapter 100 – MC PM General Terms

Section 3.00 – Network Management Overview – Language changes made.

Section 4.14 - Primary Care Providers (PCPs) - Language changes made per policy.

Section 4.19 - Member's Medical Records - Language changes made

Section 11.04 - Medical Necessity Criteria for Mercy DD - New section added.

Section 14.19 - Claim Resubmission or Reconsideration - Language changes made.

Section 14.31 - Program Integrity - Updated language.

Section 15.03 - Administrative Remedies for False Claims and Statements - Updated current civil penalties.

Chapter 200 – PM Plan Specific Terms

Section 2.01 - Non-Covered Services - Added chiropractic services for adults.

Section 3.10 - DDD Coordination of Care - Language changes made.

Section 3.11 - DD Members with an SMI Designation, Provider Requirements - Language changes made.

Section 3.18 - SMI Eligibility Determination - Language changes made.

Section 3.21 - Behavioral Health Assessment and Service Planning Overview - 9 Guiding Principles added.

Section 3.22 - Assessments - Language changes made.

Section 3.23 - Minimum Elements of the Behavioral Health Assessment - Language changes made.

Section 3.29 - Employment & Rehabilitation Services for Individuals Determined to be Eligible for Title XIX/XXI Behavioral Health Service Benefit - Entire section changed to reflect updates to ACOM 447 and AMPM 1240.

Section 3.31 - Behavioral Health Fee Schedule - Fee Schedule added per the request of our Contracting Department.

Section 4.03 - Outreach, Engagement, Reengagement and Closure - Language changes made.

Section 9.00 - Provider Requirements for Specific Programs and Services - Updated Supported Employment, Employment Rehabilitation Service Provider, Children's Assigned Behavioral Health Home, Adult Outpatient Services - GMHSU, and General Mental Health Substance Use Adult Integrated Care documents.

Chapter 300 - PM Plan Specific Terms

Section 3.01 – Covered Services – Added chiropractic services for adults.

Section 9.00 – Provider Requirements for Specific Programs and Services – Updated Supported Employment and Employment Rehabilitation Service Provider.

Chapter 400 - PM Plan Specific Terms

Section 2.08 – Assessment and Service Planning – Changed Clinic to Health Home throughout.

Section 2.09 – Clinical Guidelines – Changed Clinic to Health Home throughout.

Section 2.10 – Serious Mental Illness Removal – Language changes made.

Section 3.03 – Case Management Contact Guidelines – Changed Clinic to Health Home throughout.

Section 3.04 – Case Management Caseload Ratio Guidelines – Changed Clinic to Health Home throughout as well as updated caseload ratio chart.

Section 3.05 – Intra-RBHA Clinic Transfers – Changed Clinic to Health Home throughout.

Section 4.00 – Covered and Non-Covered Services – Added chiropractic services.

Section 9.00 – Integrated Care Management – Language changes made.

Section 18.00 – Provider Requirements for Specific Programs and Services – Updated Supported Employment, Employment Rehabilitation Provider Services, and Children's Assigned Behavioral Health Homes.

ACC-RBHA Chapter 19 – Non-Title XIX/XXI Services – Brand new chapter regarding Title XIX/XXI services.

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!

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