

Eligibility

Q: How can I identify member eligibility?

A: Providers will continue to verify member eligibility using the same tools as today: AHCCCS Online, Mercy Care web portal, and Mercy Care Member Services.

Q: How will DD be identified on the AHCCCS portal?

A: DD membership will have a Health Plan ID value and Description of 110007 LTC DD DES on the AHCCCS Online Eligibility and Enrollment screen. Please note, it is necessary to review the AHCCCS Online Additional Benefits screen to determine the specific DDD Subcontracted Plan.

Q: Is AHCCCS Online showing the new assigned DD health plan effective 10/1/19?

A: On 9/30/19, AHCCCS Online will show which health plan the member falls under for the 10/1/19 effective date.

Claims

Q: Will there be new Electronic payor IDs?

A: There is not a new Payor ID. It is still 33628. Payor IDs will remain the same as they are today, which you can find in the Provider Manual and the Claims Processing Manual. Both of these documents are located on the Mercy Care website.

Q: Where do I submit claims?

A: Providers who are contracted directly with DDD today will continue to bill DDD directly for services that will continue to be covered by DDD. There are three services moving from DDD coverage to health plan coverage: Custodial Care, Alert Service, and Physical Therapy for members 21 and older. Providers should bill the Health Plan for these services, plus all other services.

Services

Q: Is Mercy Care responsible for all SMI services for eligible DDD members?

A: Effective 10/01/19, DD members are fully integrated with the DDD subcontracted plan. If eligible through DDD, regardless of a member's mental health designation, the DDD subcontracted plan is responsible for the administration of both acute and behavioral health services.

Q: Will CRS services received through a Multispecialty Interdisciplinary Clinic (MSIC) change?

A: CRS members may continue to receive the same services through the MSICs or they may elect to receive their care through other contracted providers under Mercy Care. In the event that a member is receiving care through a non-contracted provider, Mercy Care will

work with all parties involved to ensure continuity of care and to avoid any disruption of care to the member.

Benefits

Q: Will behavioral health benefits change for DDD members with a serious mental illness (SMI)?

A: No. Mercy Care will cover all behavioral health benefits previously managed by the Regional Behavioral Health Authority (RBHA), or by the United Healthcare Community DD-CRS plan.

Coordination of Care

Q: Will coordination of care between Behavioral Health Providers (BHP) and Primary Care Providers (PCP) change?

A: No. Mercy Care's contracted providers are still required to follow all contract requirements around coordination of care with PCPs.

Q: Will coordination of care between Behavioral Health Providers (BHP) and the Division staff change?

A: No. Behavioral Health Providers are still required to follow contract requirements around coordination of care with the Division.

Q: Will Behavioral Health discharge and transition planning change?

A: No. The outpatient Behavioral Health team and/or clinical team is still required to follow contractual requirements around discharge and transition planning.