



Provider Reference Guide

Non-Title Enrollment

Overview

Please note Non-Title enrollments are intended for persons that do not have a Medicaid benefit, but are otherwise eligible for publicly funded behavioral health services.

Examples of Non-Title enrollments may include:

- If a person with no title coverage were to go into crisis, a Non-Title enrollment submission would be required.
- Members that lose Medicaid eligibility are not automatically enrolled under a Non-Title benefit. Providers are expected to review member eligibility and submit Non-Title eligibility detail as appropriate.
- Persons from the Integrated SMI program where Medicaid eligibility is suspended due to incarceration are automatically enrolled under a Non-Title benefit plan.

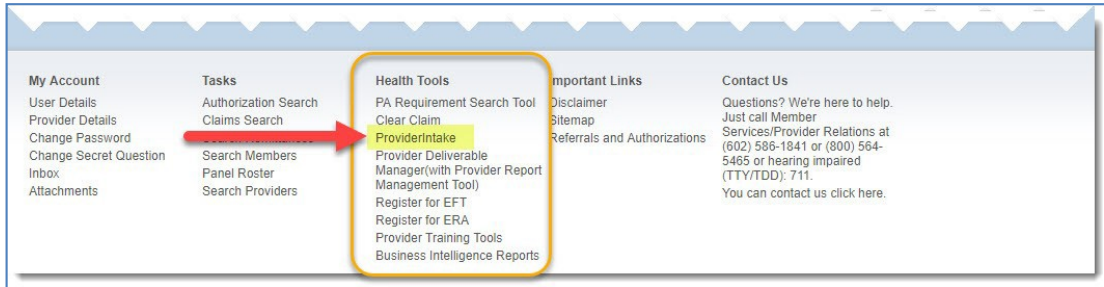
[AHCCCS Non-Title FAQs](#) are available to assist in answering additional questions.

Medicaid Web Portal

To submit membership information, users must have permissions to the [Mercy Care RBHA Web Portal](#). Each provider organization should have at least one user identified as a Portal Administrator. The Administrators are responsible for maintaining user permissions for their organization. This includes registering new users and deactivation of accounts for users that have left the organization or otherwise should no longer have permissions. Contact your [Provider Relations Representative](#) if you need help identifying the Administrator for your organization.

Provider Intake

Several tools are available on the Mercy Care RBHA Web Portal, but Provider Intake is the application used to view, manage and submit enrollment records online. The link for Provider Intake is in the Health Tools menu.



The link will open the Provider Intake landing page in a new browser window. From this page you may submit Non-Title enrollment records and view online submissions.

Take note of the agency information under the user name at the top of the page. This indicates the location/site you are representing. Users may change the site by selecting a value from the Change my Agency function in the upper left-hand menu. The sites displayed in drop-down box are those affiliated with your user credentials.

Login Information

The screenshot shows the Provider Intake Online landing page. The 'Welcome: User Name Agency: XXXXXX-Agency Site Name' message is highlighted with a red box and a red arrow points to it. The page includes a navigation menu on the left with options like 'Home', 'For Members', 'For Providers', 'Change My Site', 'View Online Submissions', 'Member Search', 'Member Paneling', 'Crisis / State-Only Membership', and 'DSP Referral Tool'. The main content area is divided into three columns: 'Online Submissions' (with links for View Submissions, View My Agency submission, View all Submissions for a member, and View Rejected Disenrollments), 'Transactions' (with links for Create/Update a Transaction, New Intake, Update Existing Intake, Add Initial Demographic, Update Demographic, Finish a saved Demographic, and End Demographic/Episode of Care), and 'EOC Provider' (with a link for Change Member Site). Below these columns is a 'News and Announcements' section with a 'Return to Welcome Page' link. At the bottom, there are links for 'For Member' (Member Referral) and 'For Provider' (Online Submissions, Member Search, Member Paneling, Crisis/State-Only Membership, DSP Referral Tool).

Once in Provider Intake, the first step is to search for the person in question using the Member Search tool. After selecting the Member Search link you'll need to perform a search. Once a search is performed you will be presented another option button (Non-Title Enrollment).

The screenshot shows the RBHA Provider Intake Online interface. At the top right, the RBHA logo is visible. The navigation bar includes 'Home' and 'For Providers' tabs, with a welcome message for 'Sean Bangert' and an 'Agency:' field. A left-hand navigation menu lists several options, with 'Member Search' highlighted and a red arrow pointing to it. The main content area is titled 'Provider Intake Online' and 'Search For A Member'. It contains three search options: 'Option1: Search by CIS ID only' with a text input field; 'Option2: Search by Name/Date of Birth' with fields for 'Last Name: Person', 'First Name: Unknown', and 'Date of Birth:(mm/dd/yyyy)'; and 'Option3: Search by AHCCCS ID only' with a text input field. Below these options are buttons for 'Search', 'Cancel', 'Clear Form', and 'Non-Title Enrollment'. A red arrow points to the 'Non-Title Enrollment' button. At the bottom, the text 'No Member Found.' is displayed.

After selecting the Non-Title Enrollment button you will be redirected to a screen where you may enter all required detail to request the NT enrollment. It is important to return to the application and check on the status of any submissions using the View Online Submissions tool. We do process provider submitted records and send them to AHCCCS on a daily basis. In some cases it does take a few days for the records status to be updated and reflected in our systems.

Home For Providers Agency: welcome: Sean Bangert

Provider Intake Online

Non-Title Enrollment

* = Required Field

Enrollment Information

* Enrollment Start Date: (mm/dd/yyyy)

AHCCCS ID:

Member Information

* Last Name: <input type="text" value="member"/>	* First Name: <input type="text" value="unknown"/>	Middle Name: <input type="text" value=""/>
* Date of Birth(mm/dd/yyyy): <input type="text" value=""/>	* Gender: <input type="text" value="--Select One--"/>	Suffix: <input type="text" value=""/>

Non-Title members are loaded into a benefit plan based on their mental health category on file with the State. Those with a mental health category value of SMI are placed in the Non-Title SMI benefit plan. All other members, regardless of age, are placed in the Non-Title Crisis benefit plan.