



Checking Eligibility

Resources and Guide

Themes of the course



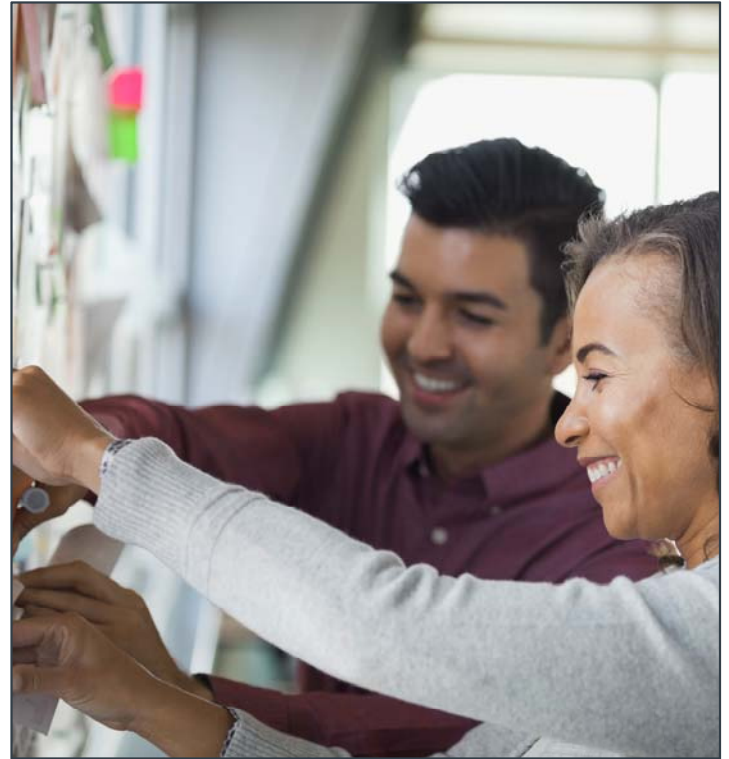
What we will be reviewing today

- Mercy Care plans
- Resources for checking eligibility
- Review eligibility scenarios
- Mercy Care eligibility quick reference grid
- Other resources and references

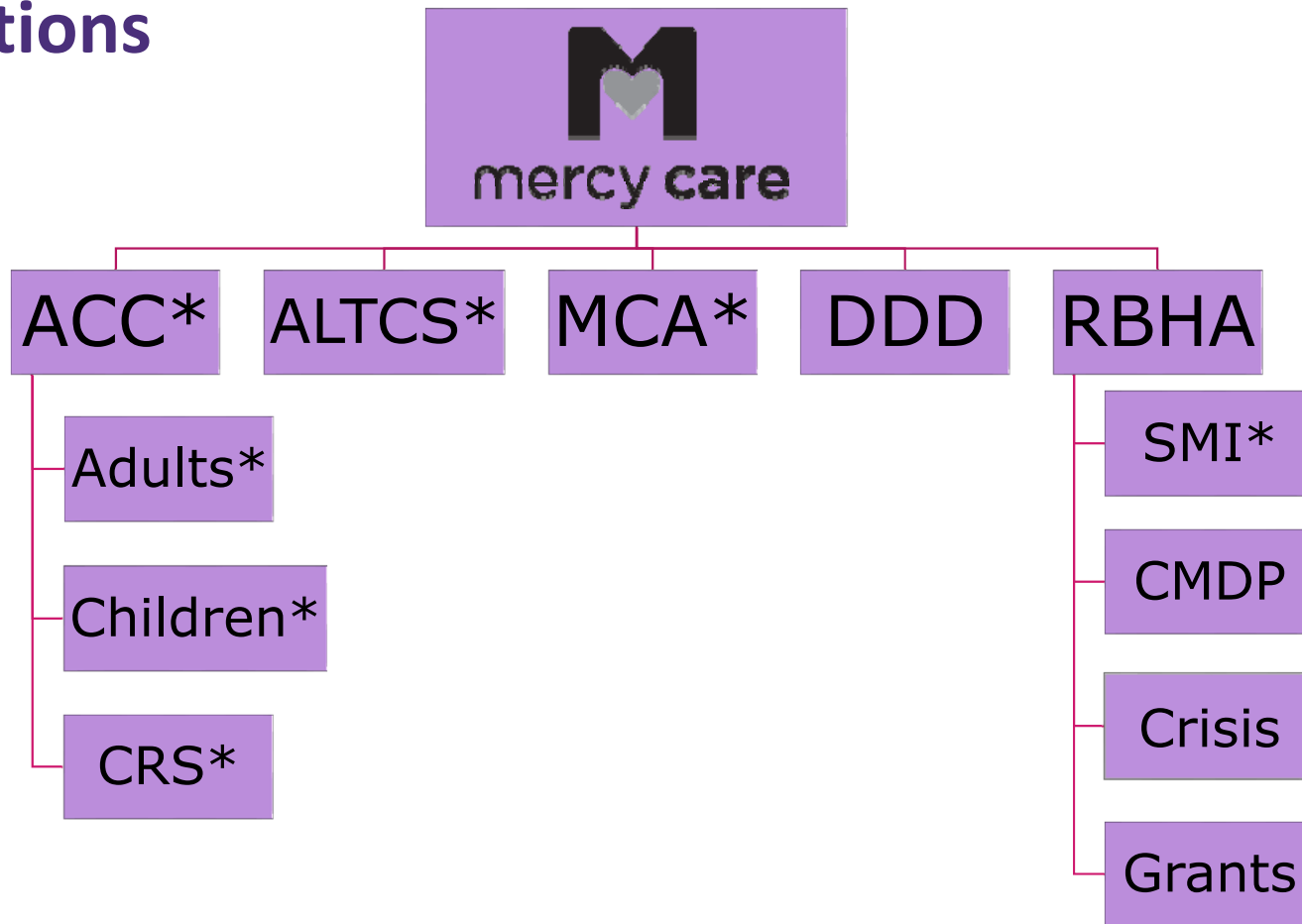
Objectives for the Course

The goals of this webinar are twofold:

1. Provide resources for checking eligibility
2. Assist you in understanding eligibility for Mercy Care members



Populations



Check Complete Care Eligibility

Providers can do the following:

- [AHCCCS Online](#)
- Via MercyCareAZ.org: This requires a confidential password to access:
[Mercy Care Secure Portal](#)
[Mercy Care RBHA Secure Portal](#)
- To register, contact your Provider Relations representative
- Call AHCCCS Interactive Voice Response (IVR) at 602.417.7200 in Maricopa county or 800.331.5090 outside
- Call Mercy Care Member Services (Mercy Care Complete Care, Long Term Care or Advantage): 602.263.3000
- Call Mercy Care Regional Behavioral Health Authority (RBHA): 800.564.5465

Mercy Care eligibility quick reference grid

Membership	Health Plan	BHS Site ID	Contract Type	Acute/Physical Health Contactor	Behavioral Health Contactor
ACC Integrated (includes PPC)	010306	54	A or H	Mercy Care	Mercy Care
RBHA Integrated	010306	54	C, D, or W	Mercy Care RBHA	Mercy Care RBHA
GMHSU Only (i.e. CMDP)	≠ 010306	54	-	Assigned Health Plan	Mercy Care RBHA
Non-Title	-	37	-	N/A	Mercy Care RBHA
DD	110007	54	-	Dependent of DDD Subcontractor: if 010306, then Mercy Care	Mercy Care RBHA
DD/CRS	110007	62	-	Dependent of DDD Subcontractor: if 010306, then Mercy Care	UnitedHealthcare Community Plan

Scenario 1: Member is Medicaid Integrated (Acute and Behavioral Health) with Mercy Care Plan

Eligibility and Enrollment Tab

Medical Enrollment					
Health Plan ID/Description	Period Start	Period End	Rate Code	Contract Type	Insurance Type
010306 MERCY CARE PLAN	09/01/2017		2620 - SSI DISABLED EXPANDED WITH QMB	A ACC/CAP	HM HEALTH MAINTENANCE ORGANIZATION (HMO)
+ Service Type Codes					

Behavioral Health Service Tab

Behavioral Health Services				
BHS Category	Begin Date	End Date	BHS Site	BHS Service Type
G GENERAL MENTAL HEALTH SERVICES	08/25/2017		54 MERCY CARE PLAN	CH MENTAL HEALTH FACILITY - OUTPATIENT

Scenario 2: Member is Medicaid Integrated (Acute and Behavioral Health) with Mercy Care RBHA

Eligibility and Enrollment Tab

Medical Enrollment					
Health Plan ID/Description	Period Start	Period End	Rate Code	Contract Type	Insurance Type
010306 MERCY CARE PLAN	10/01/2018		3717 - ADULT <40% EXP FEMALE 21-44 NO MDC	C ACU/CAP/ACU	HM HEALTH MAINTENANCE ORGANIZATION (HMO)
+ Service Type Codes					

Behavioral Health Service Tab

Behavioral Health Services					
BHS Category	Begin Date	End Date	BHS Site	BHS Service Type	
S SMI	10/01/2018		54 MERCY CARE PLAN	CH MENTAL HEALTH FACILITY - OUTPATIENT	
S SMI	07/17/2018	09/30/2018	77 MERCY MARICOPA INTEGRATED	CH MENTAL HEALTH FACILITY - OUTPATIENT	

Scenario 3: Member is Non-Title (Behavioral Health) with Mercy Care RBHA

Eligibility and Enrollment Tab

Medical Enrollment					
Health Plan ID/Description	Period Start	Period End	Rate Code	Contract Type	Insurance Type
NONAHC NON-AHCCCS	10/11/2018		S000 - STATE-ONLY BHS	9 NON/AHC	MC MEDICAID

Behavioral Health Service Tab

Behavioral Health Services				
BHS Category	Begin Date	End Date	BHS Site	BHS Service Type
G GENERAL MENTAL HEALTH SERVICES	10/11/2018		37 MMIC<10-1/MERCYCRE NON19>10-1	CH MENTAL HEALTH FACILITY - OUTPATIENT

Scenario 4: Member is Medicaid Acute with American Indian Health Plan and Behavioral Health with Mercy Care RBHA

Eligibility and Enrollment Tab

Medical Enrollment					
Health Plan ID/Description	Period Start	Period End	Rate Code	Contract Type	Insurance Type
999998 AHCCCS AMERICAN INDIAN HP	09/06/2018		2220 - SSI DISABLED WITH QMB	E ACC/FFS	MC MEDICAID
+ Service Type Codes					

Behavioral Health Service Tab

Behavioral Health Services				
BHS Category	Begin Date	End Date	BHS Site	BHS Service Type
S SMI	10/01/2018		54 MERCY CARE PLAN	CH MENTAL HEALTH FACILITY - OUTPATIENT

Scenario 5: Member is Medicaid Integrated (Acute and Behavioral Health) with American Indian Health Plan

Eligibility and Enrollment Tab

Medical Enrollment					
Health Plan ID/Description	Period Start	Period End	Rate Code	Contract Type	Insurance Type
999998 AHCCCS AMERICAN INDIAN HP	02/22/2018		3716 - ADULT <40% EXP MALE 21-44 NO MDC	E ACC/FFS	MC MEDICAID
+ Service Type Codes					

Behavioral Health Service Tab

Behavioral Health Services				
BHS Category	Begin Date	End Date	BHS Site	BHS Service Type
G GENERAL MENTAL HEALTH SERVICES	10/01/2018		98 AMERICAN INDIAN HLTH PROGRAM	CH MENTAL HEALTH FACILITY - OUTPATIENT
G GENERAL MENTAL HEALTH SERVICES	02/22/2018	09/30/2018	37 MMIC<10-1/MERCYCRE NON19>10-1	CH MENTAL HEALTH FACILITY - OUTPATIENT

Scenario 6: UnitedHealthcare Community Plan is responsible for CRS related physical health services and behavioral health services. The DDD subcontractor is responsible for physical health services not related to the CRS condition

Eligibility and Enrollment Tab

Medical Enrollment					
Health Plan ID/Description	Period Start	Period End	Rate Code	Contract Type	Insurance Type
110007 LTC DD DES	06/20/2002		2210 - SSI DISABLED NON-MEDICARE	J LTC/CAP	HM HEALTH MAINTENANCE ORGANIZATION (HMO)
+ Service Type Codes					

Behavioral Health Service Tab

Behavioral Health Services				
BHS Category	Begin Date	End Date	BHS Site	BHS Service Type
S SMI	10/01/2018		62 DD - UHC CRS	CH MENTAL HEALTH FACILITY - OUTPATIENT
S SMI	09/24/2016	09/30/2018	33 UHCCP/CHILDRENS REHAB	CH MENTAL HEALTH FACILITY - OUTPATIENT

Additional Benefits Tab

DDD Subcontractor Plan		
DDD Plan	Begin Date	End Date
010306 - MERCY CARE PLAN	06/20/2002	

Crisis/State-Only Membership Provider Notice

Applicable to: Mercy Care Complete Care and Mercy Care RBHA

Mercy Care RBHA is responsible for administering limited crisis and state-only services for persons having behavioral health coverage through an ACC or another RBHA. Because these members are not enrolled or assigned to Mercy Care RBHA, providers rendering crisis and/or state-only services must communicate basic member detail to Mercy Care RBHA. This detail will be used to confirm enrollment detail with AHCCCS - so we may adjudicate claims.

Beginning Monday, December 3, 2018, providers may use the new Provider Intake - Crisis/State-Only Membership screen to notify Mercy Care RBHA of persons enrolled elsewhere, but receiving crisis and/or state-only services through the RBHA. The following information will be collected for each member and sent to the State for validation.

- **Membership Type:** Crisis services (C) or State-Only Services (S)
 - Span Duration Guidelines: Eligibility spans for Crisis Services (C) will be set at 3-days in duration.
 - State-only services (S) spans will be set at 30-days in duration.
- **AHCCCS ID:** Member must already be actively enrolled with another ACC or RBHA.
- **Member Last Name:** Informational only. Limited to 20 characters.
- **Member First Name:** Informational only. Limited to 10 characters.
- **Span Start Date:** The date services began.
- **Span End Date:** This data point is auto-generated based on the Membership type selected and Span Duration Guidelines.

Please note: Crisis/State-Only membership should NOT be confused with Non-Title enrollment. The Crisis/State-Only process is intended for only members having active behavioral health coverage through an ACC or another RBHA. Non-Title enrollments are intended for persons without existing behavioral health coverage through a Medicaid plan.



Resources

AHCCCS application: <https://www.azahcccs.gov/Members/GetCovered/apply.html>

AHCCCS getting covered: <https://www.azahcccs.gov/Members/GetCovered/>

AHCCCS guides and manuals for health plans and providers:

<https://www.azahcccs.gov/PlansProviders/GuidesManualsPolicies/index.html>

AHCCCS resources:

<https://www.azahcccs.gov/Members/ProgramsAndCoveredServices/availablehealthplans.html>



Resources

AHCCCS providers:

<https://www.azahcccs.gov/Members/ProgramsAndCoveredServices/ProviderListings/>

Childrens Rehabilitative Services (CRS):

<https://www.azahcccs.gov/Members/GetCovered/Categories/CRS.html>

Covered Services Guide:

<https://www.azahcccs.gov/PlansProviders/Downloads/GM/CoveredServiceGuide/covered-bhs-guide.pdf>



Resources

Provider search tool:

<https://www.azahcccs.gov/Members/ProgramsAndCoveredServices/ProviderListings/>

Quick screener tool:

https://www.healthearizonaplus.gov/App/Scr_Quick.aspx?QS=pJaHCUVgTg1DWDU3qb+Dsw

Mercy Care Website

www.mercycareaz.org ***see Notices under each plan's "For Providers" link*

Thank You

