



Provider communication

General information and system updates

May 16, 2023

BHRF Facilities, ABHTH Facilities, and Home Health Teams

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

Mercy Care is changing the referral process for our Adult Behavioral Health Residential Facility (BHRF) and Adult Behavioral Health Therapeutic Home (ABHTH) Facilities, effective June 1, 2023. Please note: this process does not apply to SUD Residential level of care; this process remains the same however please see friendly reminders below.

Step-by-step Guide:

1. Once a member is approved by Mercy Care for any level of BHRF or ABHTH, a list of possible provider options will be emailed to the health home.
2. The health home will select any BHRF/ABHTH provider from the referral list when the member is approved for that level of care. The health home will then coordinate a screening with BHRF/ABHTH provider.
3. The BHRF/ABHTH provider will receive an email from Mercy Care letting them know the member was approved and they are able to screen the member.

Friendly reminders for requirements for BHRF/SUD Residential LOC:

- Please remember members are to be receiving all therapeutic services at the residential facility. Members cannot go to their Health Home for additional therapeutic services as this is to be provided by the BHRF/SUD Residential (medical provider appointments will continue to be provided by the health home). Any specialty needs that are not provided by the BHRF/SUD Residential provider must be approved through concurrent review prior to member beginning outside treatment. Please reference [AHCCCS Medical Policy Manual, Policy 320-V Behavioral Health Residential Facilities](#), which notes what services the BHRF should be providing and should not be separately provided by outpatient providers unless there is an approved specialized need.
- Members in BHRF are to have 24 hour treatment and supervision and should not leave the facility on their own. If members do not require this 24 hour level of care, please discuss step-down options with member's assigned health home team.

- BHRF/SUD Providers are only able to bill for days the member is physically present at their facility for 24 hours. We do not cover date of discharge or any days the member is not physically at the BHRF/SUD Residential.
- Adult BHRF/ABHTH/SUD Residential providers will send a weekly list of available beds based upon level of care and gender (i.e., 2 male basic, 2 female co-occurring).

If you have any questions, please reach out to your [Provider Representative](#). You may find this [Notice](#) and all other notices on our Provider Notices web page.

Thanks for all you do!

[Sign up for our email list](#)

Mercy Care | 4500 E. Cotton Center Blvd., Phoenix, AZ 85040

STAY CONNECTED

