



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.

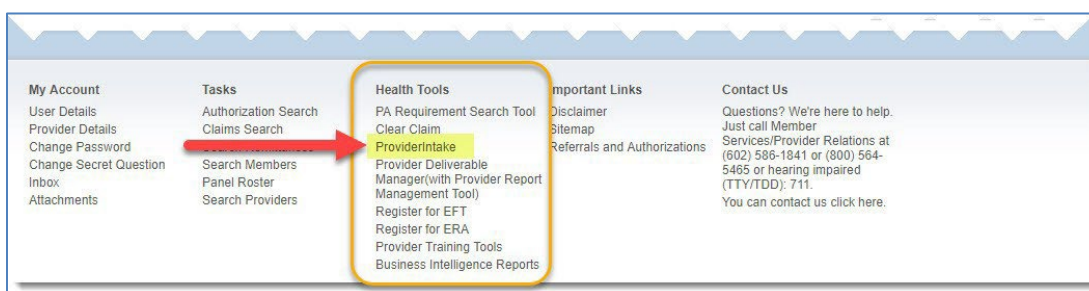
[AHCCCS Non-Title FAQs](#) are available to assist in answering additional questions.

To submit a non-title enrollment, you must first gain access to Mercy Care tools via a secure web portal using either the Medicaid Web Portal (MWP) or the Availity Essentials portal.

Medicaid Web Portal

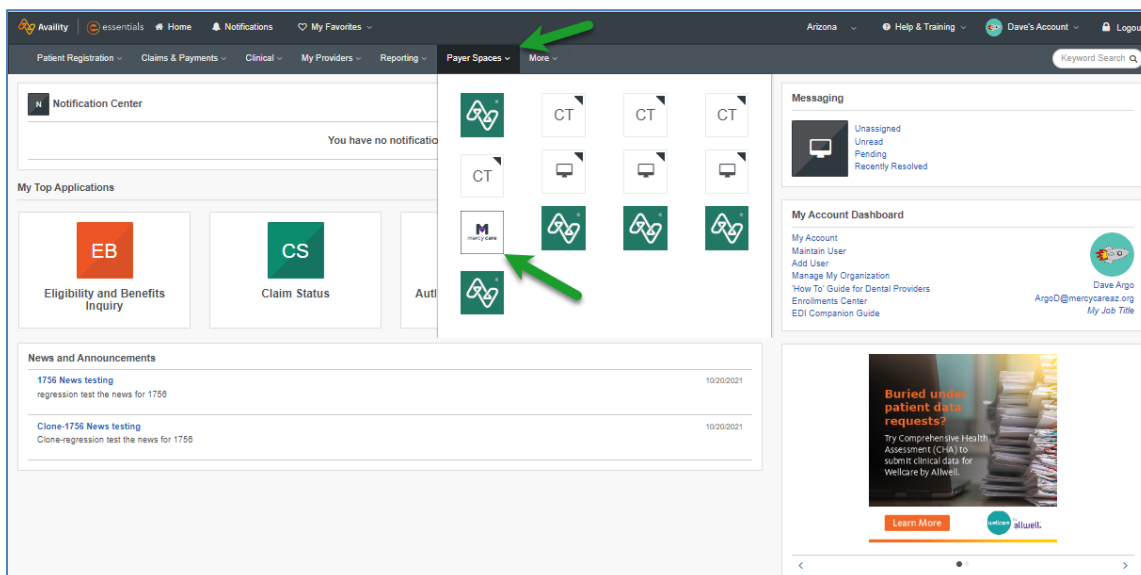
Users must have permissions to the [Medicaid Web Portal – Mercy Care](#) in order to utilize the Mercy Care provider and member tools. Each provider organization should have at least one user identified as a Portal Administrator. The Administrators are responsible for maintaining user permissions for 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 is the application used to view, manage and submit enrollment records online. The link for Provider Intake is in the Health Tools menu.

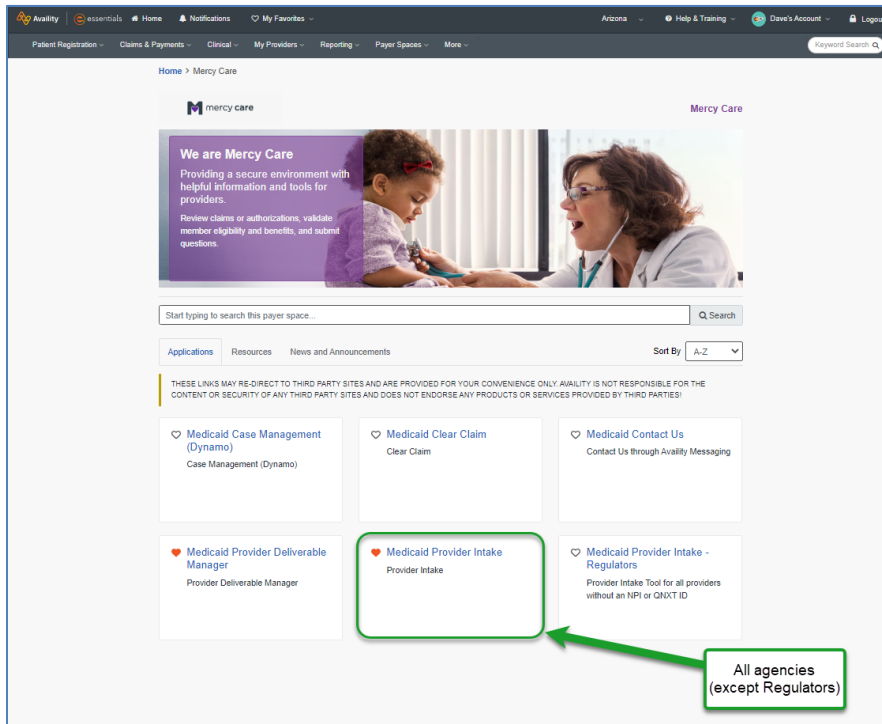


Availity Essentials

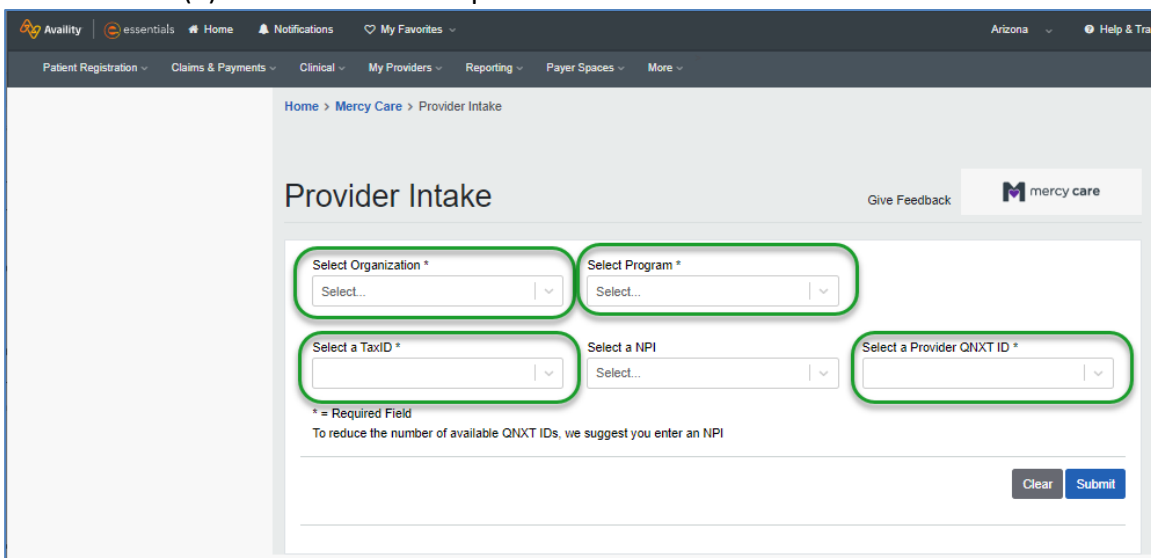
With Availity Essentials, individual agencies register with the application, set up and manage their own user profiles. It also provides the agency a single sign-on for multiple payors. All Mercy Care Services are accessed from the Payer Spaces menu item. Click on 'Payer Spaces' and select the 'Mercy Care' tile.



All the available Mercy Care applications, services and tools are displayed as 'tiles' and are arranged alphabetically, left to right. Provider Intake is the application used to view, manage and submit enrollment records online. Select the 'Medicaid Provider Intake' tile to advance to the 'Provider Intake' access screen.



All asterisked (*) fields must be completed



Select your organization (Aetna Medicaid Administrators used for demonstration).

Select either 'Mercy Care RBHA' or 'Mercy Care' (ACC and Long Term Care Agencies) from the Select Program* list.

The screenshot shows the 'Provider Intake' form in the Aetna system. The 'Select Organization *' dropdown is set to 'Aetna Medicaid Administrators'. The 'Select Program *' dropdown is open, showing 'Mercy Care RBHA' and 'Mercy Care' as options. Green arrows point to these two options. The 'Select a TaxID *' dropdown is set to 'Select...'. The 'Select a Provider QNXT ID *' dropdown is also set to 'Select...'. Below the form, there is a note: '* = Required Field. To reduce the number of available QNXT IDs, we suggest you enter an NPI'. At the bottom right, there are 'Clear' and 'Submit' buttons.

Complete the remaining fields and click 'Submit' to access Provider Intake.

The screenshot shows the 'Provider Intake' form with all fields filled out. The 'Select Organization *' dropdown is set to 'Aetna Medicaid Administrators'. The 'Select Program *' dropdown is set to 'Mercy Care RBHA'. The 'Select a TaxID *' dropdown is set to '139747932'. The 'Select a NPI' dropdown is set to 'Select...'. The 'Select a Provider QNXT ID *' dropdown is set to 'PD2000000190184-TERROS INC'. Below the form, there is a note: '* = Required Field. To reduce the number of available QNXT IDs, we suggest you enter an NPI'. At the bottom right, there are 'Clear' and 'Submit' buttons. A green arrow points to the 'Submit' button.

Provider Intake

Provider Intake will open 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 displays the 'Provider Intake Online' web application. At the top, a green navigation bar includes 'Home' and 'For Providers' buttons. On the right side of this bar, a user is logged in, with the text 'Welcome: User Name' and 'Agency: XXXXXX - Agency Site Name' displayed. A red rectangular box highlights the agency information, and a red arrow points to it from the right. On the left side, a purple sidebar menu lists several options: 'For Providers', 'Change My Site', 'View Submissions', 'Member Search', 'Member Paneling', and 'Crisis/State-Only Membership'. The main content area, titled 'Provider Intake Online', features a 'News and Announcements' section. This section contains the following text: 'Last Announcement Update: 08/14/2025, 08:30a', 'NEXT SCHEDULED OUTAGE(s): August 14th at 5:00pm through 5am August 18th for cloud migration activities', and a list of outage details. Below this, there are sections for 'REPORTING ISSUES' and 'HOT TOPICS', followed by a detailed 'HOW TO REPORT ISSUES' section with a checklist of six steps for reporting errors.

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 'Provider Intake Online' search interface. On the left, a purple sidebar contains navigation links: 'For Providers', 'Change My Site', 'View Submissions', 'Member Search' (highlighted with a red arrow), 'Member Paneling', and 'Crisis/State-Only Membership'. The main content area is titled 'Provider Intake Online' and 'Search For a RBHA Member'. It features two search options: 'Option1: Search by AHCCCS ID only' with an input field for 'AHCCCS ID:' and 'Option2: Search by Name/Date of Birth' with fields for 'Last Name:' (containing 'Person'), 'First Name:' (containing 'Unknown'), and 'Date of Birth:(mm/dd/yyyy)'. Below these fields are buttons for 'Search', 'Cancel', 'Clear Form', and 'Non-Title Enrollment' (highlighted with a red arrow). A message at the bottom states 'No Member Found.'

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.

The screenshot shows the 'Non-Title Enrollment' form. The top header includes 'Home', 'For Providers', and 'Welcome: User Name Agency: XXXXXX - Agency Site Name'. The left sidebar is the same as in the previous screenshot. The main form area is titled 'Non-Title Enrollment' and includes a legend: '* = Required Field'. The form is divided into two sections: 'Enrollment Information' and 'Member Information'. The 'Enrollment Information' section contains a required field for 'Enrollment Start Date: (mm/dd/yyyy)' with a calendar icon and a note '(Future dates in excess of 90-days are not allowed)', and an 'AHCCCS ID:' field. The 'Member Information' section contains several required fields: 'Last Name:' (containing 'Person'), 'Date of Birth:(mm/dd/yyyy):' with a calendar icon, 'First Name:' (containing 'Unknown'), 'Gender:' with a dropdown menu (containing '---Select One---'), 'Middle Name:', and 'Suffix:'.

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.