

**REVISION SUMMARY PROVIDER MANUAL**  
**JANUARY 2026**

**Chapter 100**

- **Section 2.00 – Mercy Care Contact Information** – updates in dental section for our new dental vendor, Liberty Dental Plan.
- **Section 3.01 – Contract Process** – credentialing was added as a requirement for network participation.
- **Section 3.02 – Contract Changes – Change of Ownership, Mergers, or Stock Purchases** – new section added.
- **Section 4.01 – AHCCCS Registration** – added language regarding identifying population groups served and updated changes to AHCCCS within 10 days of the change.
- **Section 4.29 – Individuals with Disabilities** – language reworded to align with CFR language.
- **Section 4.51 – Arizona Address Confidentiality Program** – new section added.
- **Section 5.06 – Oral Health Screening and Dental Homes** – updates to note our new dental vendor, Liberty Dental Plan.
- **Section 14.11 – How to File a Claim** – updates in Dental section to note our new dental vendor, Liberty Dental Plan.
- **Section 14.15 – Modifiers – Outpatient Rehabilitation Modifiers** – clarifying language added for rehabilitative vs. habilitative modifiers.
- **Section 14.26 – Durable Medical Equipment (DME)** – updates to quarterly reporting and added section regarding DME reporting requirements.
- **Section 16.00 – General Information – Workforce Development Groups – MC Workforce Development Advisory Board & Taskforce** – added department information.
- **Section 16.01 – Contract Requirements**
  - **Relias Learning** – updates made to provider types.
  - **AWFDA – All Staff – Required Training Plan (Annual – Relias)** – minor language updates made to HIPAA and Corporate Compliance Training.
  - **All Behavioral Health Providers** – new section added for Covered Behavioral Health Services Training.
  - **Children’s System of Care – Child and Adolescent Level of Care Utilization System (CALOCUS)** – updates made to the Relias Instructions.
  - **Peer and Recovery Support Specialist (PRSS) Training Requirements: AMPM 963** – new section added.

**Chapter 200**

- **Section 4.06 – Crisis Intervention Services** – significant language updates at the beginning of this section.
- **Chapter 7** – updates to note our new dental vendor, Liberty Dental Plan.

**Chapter 300**

- **Section 4.05 – Crisis Intervention Services** - significant language updates at the beginning of this section.
- **Chapter 7** – updates to note our new dental vendor, Liberty Dental Plan.

**Chapter 400**

- **Section 1.02 – Overview of Mercy ACC-RBHA – Model 2: Virtual Health Home** – section removed. References to virtual health home removed throughout section 1.02.
- **Section 2.06 – Crisis Intervention Services** - significant language updates at the beginning of this section.
- **Chapter 8** – updates to note our new dental vendor, Liberty Dental Plan.
- **Section 10.01 – Coordination of Care with AHCCCS Health Plans, PCPs, and Medicare Providers – Coordination of Care for Members with a Serious Mental Illness** – removed 3<sup>rd</sup> bullet referencing virtual health home.
- **Section 10.03 – Care Coordination for Management of Hospitalized Members Related to Integrated Health Program Services Requirements – Coordination of Care for Members with a Serious Mental Illness** – removed 3<sup>rd</sup> bullet referencing virtual health home.