

REVISION SUMMARY PROVIDER MANUAL
OCTOBER 2025

Chapter 100

- **Section 2.00 – Mercy Care Contact Information** – Network Management contact information added to the contact table.
- **Section 2.01 – Provide Credentialing and Contracting for all Plans** – section removed. Required language moved to new section 3.01.
- **Section 3.00 – Network Management Overview** – added requests for contract updates and change of ownership, mergers, or stock purchases to the reasons to contact the Network Management department.
- **Section 3.01 – Contract Process** – this is a new section.
- **Section 4.08 – Well-Woman Preventative Care Service Standards** – updates to HPV vaccine and other immunizations.
- **Section 4.19 – Member’s Health Record – Behavioral Health Residential Facilities (BHRF)** – updated to include ALTCS in the first paragraph. Bullets added/revised under Admission, Active Treatment, and Discharge Planning. Added a Personnel File Requirements section.
- **Section 4.20 – Advance Directives** – updates to reference sources and reorganization of section with minor language additions/updates.
- **Section 4.28 – Cultural Competency, Health Literacy and Linguistic Services**
 - **On-Demand Video Remote Interpreting (VRI)** – language regarding VRI connection limit added.
 - **Interpretation Roles and Requirements** – language updated throughout section.
 - **Submitting Interpretation Request** – language added regarding video interpretation requests and language regarding using a Mercy Care contracted vendor was removed.
- **Section 5.00 – EPSDT Program Overview** – minor language updates regarding immunizations, vision services and the EPSDT program.
- **Section 5.01 – Requirements for EPSDT Providers** – minor language updates.
- **Section 5.03 – Well Visits and Periodic Screenings** – paragraph added at the end of the section about preventative screenings during well visits.
- **Section 5.04 – Vision Screening, Eye Examinations and Prescriptive Lenses** – minor language updates throughout the section.
- **Section 5.05 – Hearing/Speech Screening** – minor language updates through the section.
- **Section 5.13 – Behavioral Health Screenings** – minor updates through the section.
- **Section 5.14 – Arizona Early Intervention Program (AzEIP)** – entire section rewritten/updated.
- **Section 5.15 – Immunizations/Vaccines for Children (VFC) Program and ASIIS** – entire section rewritten/updated.
- **Section 5.16 – Lead Screening and Blood Lead Testing** – section title revised, and entire section rewritten/updated.
- **Section 8.00 – Maternity Overview** – language updated at the beginning of the section.
- **Section 8.01 – High-Risk Maternity Care** – updates regarding change from ACOG form to ICM Perinatal Referral Form.
- **Section 8.02 – OB Care Management** – high-risk perinatal conditions updated.
- **Section 8.05 – General Obstetrical Care Requirements** – minor language updates throughout the section.

- **Section 8.06 – Additional Obstetrical Physician and Practitioner Requirements** – minor language updates.
- **Section 14.15 – Modifiers** – section added for Outpatient Rehabilitation Modifiers.
- **Section 14.19 – Claim Resubmission or Reconsideration** – language added regarding claim resolution pathway and definitions regarding claim reconsideration vs. provider dispute/appeal.
- **Chapter 18 – Grievance System, Member Rights and Claim Disputes** – minor revisions throughout the section with updated faxed numbers and updated headings for 18.00, 18.01, 18.02, 18.03, and 18.04.

Chapter 200

- **Section 2.01 – Covered Services** – added speech therapy to covered services for all members. Removed cochlear implant from the Limited and Excluded Services table. Removed cochlear implants and outpatient speech therapy from Other Services that are Not Covered for Adults (age 21 and over).
- **Section 3.10 – DDD Coordination of Care** – in bullet 3 at the beginning of the section, the second reference to ISP was changed to PCSP. DDD Eligibility Criteria section added with eligible diagnoses updated and age specific information, daily life skills and eligibility re-determination.
- **Section 3.18 – SMI Eligibility Determination and SED Eligibility Identification** – updates throughout the section relative to SED Eligibility Identification process changes.
- **Section 3.25 – Children’s Behavioral Health Residential Facility (BHRF) and Children’s Behavioral Health Inpatient Facility (BHIF) Requirements** – new section added. All sections thereafter in section 3 were renumbered as well.
- **Section 4.02 – Referral and Intake Process – EPSDT Referral Requirements** – last bullet added regarding referring DDD members.

Chapter 300

- **Section 2.12 – MCLTC Alternative Residential Settings** – new section added regarding Behavioral Health Residential Facilities.
- **Section 2.13 – Provider Requirements for Assisted Living Facilities – Additional Requirements for Covered Behavioral Health Assisted Living Center** – section removed as this is duplicative. This information is covered in the Requirements for Behavioral Health Assisted Living Programs section.
- **Section 2.17 – Employment Services** – in the 2nd to last paragraph added reference to participating in Vocational Rehabilitation and reference added to the AHCCCS Covered Behavioral Health Services Guide.
- **Section 3.01 – Covered Services** – cochlear implants removed from Limited and excluded benefits/services: for members 21 years or older.
- **Section 3.02 – Non-Covered Services** – removed cochlear implants and outpatient speech therapy from Other Services that are Not Covered For Adults (ages 21 and over).

Chapter 400

- **Section 2.00 – SMI Determination and SED Eligibility Evaluation** – title updated and updates throughout the section relative to SED Eligibility Identification process changes.
- **Section 2.14 – Housing for Individuals Determined to Have Serious Mental Illness (SMI)** – minor language updates removing eviction prevention and adding clarification regarding housing subsidies not being required for members to receive supportive housing services.
- **Section 10.02 – Coordination of Behavioral Health Care and with Other Governmental Entities – Arizona Department of Economic Security/Rehabilitation Services Administration (ADES/RSA)** – clarified reference regarding RSA and added hyperlink to ADES VR program and added language after the Covered Behavioral Health Services Guide noting that the guide includes billing limitations for prevocational and employment services.