4750 S. 44th Place, Ste. 150
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mercy care

REVISION SUMMARY PROVIDER MANUAL
OCTOBER 2026

Chapter 100

- **Section 1.01 – About Mercy Care** – language updates in the first two paragraphs.
- **Section 1.06 – Health Information Exchange (HIE)** – updated HIE from healthcurrent to Contexture.
- **Section 4.11 – Emergency Services** – added language to the first paragraph regarding post-stabilization services.
- **Section 4.14 – Primary Care Providers (PCPs)** – added language noting the requirement to participate in the Vaccine for Children (VFC) for providers that treat members 18 years and younger.
- **Section 4.28 – Cultural Competency, Health Literacy and Linguistic Services:**
    - **Language Access Services (LAS)** – new paragraph added at the beginning of the section noting that providers and subcontractors serve as the established points of contact for members who require language assistance services.
    - **Interpretation Roles and Requirements** – added language to bullet 4 under key details to keep in mind list regarding requests for additional time not being submitted as a means to bypass Mercy Care's policy.
    - **Qualified Bilingual Staff** – clarified testing and proficiency scoring for spoken languages and sign language.
    - **Accessing Interpretation Services for the Deaf and the Hard of Hearing** – added a last paragraph regarding Registry of Interpreters for the Deaf assignments.
- **Section 5.15 – Immunizations/Vaccines for Children (VFC) Program and ASIIS** – **Vaccine for Children Program (VFC)** – removed language noting EPSDT aged members between 9 and 18 years of age.
- **Section 9.11 – Professional Standards and Responsibilities** – bullet 10 – minor language updates to include provider's workforce and added AHCCCS ACOM 405.
- **Section 11.03 – Physician Medical Review** – entire section rewritten including additional language regarding peer-to-peer review.
- **Section 12.03 – Provider Monitoring:**
    - Language added regarding non-compliance with personnel record requirements and other areas of concern to the first paragraph.
    - **Home and Community Based (HCBS) for EPD Residential – Personnel File Review -** minor language updates to item 1.c. and 1.d. Removed 1.h.
    - **Home and Community-Based (HCBS) for Adult Day Health (ADH) Audits** - new section.
    - **Electronic Visit Verification (EVV) Audit** - new section.
    - **Home Health Audit** - new section.
- **Section 12.10 – Reporting and Monitoring of Seclusion and Restraint** – added a paragraph regarding documentation for a single seclusion or restraint submission needing to be consolidated into one complete PDF document prior to submission.
- **Section 13.08 – Types of Requests**:
    - Bullets 1 and 3: added "that do not pertain to medications" to the beginning of both bullets.
    - Bullet 1: language clarification regarding due dates on weekends or legal holidays.
    - Bullet 3: authorization decision was changed from 14 calendar days to 7.
    - Bullet 4: new section.
- **Section 14.26 – Durable Medical Equipment (DME)** – minor language updates in bullet 2.

- **Section 15.00 – Fraud, Waste, and Abuse Overview –** added reference to new provider FWA 101 training.
- **Section 16 – Workforce Development:**
    - Arizona (or AZ) Workforce Development Alliance updated throughout to Arizona (or AZ) Healthcare Workforce Development
    - **Section 16.00 – General Information – Definitions** - Provider Workforce Development (WFD) definition updated.
    - **Section 16.00 – General Information – Building a Workforce Culture** - MC collaboration with AZ Healthcare Workforce Development section updated under both bullets.
    - **Section 16.01 – Contract Requirements** – **AZ Healthcare Workforce Goals and Metrics Assessment (AHWGMA)** – entire section updated.
    - **Section 16.01 – Contract Requirements – Healthcare Network Employee Questionnaire (HNEQ)** - note at the beginning of the section regarding this requirement being on hold effective 10/1/26.
    - **Section 16.01 – Contract Requirements – Requesting Relias for Newly Contracted Providers -** updates to the requirements list.
    - **Section 16.01 – Contract Requirements – AHWFDA – All Staff – Required Training Plan (90 Days – Relias)** - added new item 9 regarding Preventing, Identifying, and Responding to Neglect and Abuse (1.0hr).
    - **Section 16.01 – Contract Requirements – AHWFDA – All Staff – Required Training Plan (Annual – Relias)** - added Proficiency Check to trainings in items 1-3.
    - **Section 16.01 – Contract Requirements – Behavioral Health Technicians –** new section added after ACT/FACT Teams and before Children's System of Care.
    - **Section 16.01 – Contract Requirements – Children's Systems of Care – Child and Family Team (CFT)** - entire section revised.
    - **Section 16.01 – Contract Requirements – Employment and Rehabilitation** - minor updates to all 3 bullets.
    - **Section 16.01 – Contract Requirements – Peer and Recovery Specialist (PRSS) Training Requirements: AMPM 963** - two courses added as bullet 3 and 2 sub-bullets.
    - **Section 16.01 – Contract Requirements – Reporting Requirements** - added additional information about the Relias Administrative Mastery Program (RAMP) as well as changing provider agency target from 75% to 89%.
    - **Section 16.01 – Contract Requirements – AHCCCS/MC RBHA Ownership of any Intellectual Property -** removed language in paragraph 2 about MASTER Facilitator programs.
    - **Section 16.01 – Contract Requirements – Workforce Development Consultation** - updates to bulleted list.

Chapter 200

- **Section 1.00 – MCCC/MC DD/MC DCS CHP Overview** – minor language updates in the first few paragaphs.
- **Section 3.01 – Behavioral Health Provider Types – Behavioral Health Residential Facilities (BHRF)** – new section added.
- **Section 3.03 – Emergency Services** – added language at the beginning of the section regarding prior authorization not being required for emergency services and information regarding post-stabilization services.
- **Section 3.09 – Behavioral Health Provider Coordination of Care Responsibilities – Coordination of Care with Schools and Behavioral Health Providers** – added a new 3rd bullet.
- **Section 3.19 – Reporting of Seclusion and Restraint – Reporting to MC ACC-RBHA** - added a paragraph regarding documentation for a single seclusion or restraint submission needing to be consolidated into one complete PDF document prior to submission.
- **Section 3.21 – Behavioral Health Assessment and Service Planning Overview** – added additional language regarding Health Homes and Primary Behavioral Health Providers coordinating with Specialty Behavioral Health Providers. Added language regarding timeframes for how often to update comprehensive assessments and service plans.
- **Section 3.22 – Assessments** – added additional language regarding behavioral health services not being

provided prior to the completion of a comprehensive assessment and development of a service plan with the exception of interim behavioral health services.

- **Section 3.23 – Minimum Elements of the Behavioral Health Assessment:**
  - **Service Planning** – added additional language regarding who shall develop and administer the service plan as well as how often to update the service plan. Added language regarding interim behavioral health services. Significant additions/changes to the elements to be noted in the service plan.
  - **Treatment Planning - Specialty Providers** – new section.
- **Section 3.30 – Employment & Rehabilitation Services for Individuals Determined to be Eligible for Title XIX/XXI Behavioral Health Service Benefit** – substantial language updates in this section.
- **Section 6.00 – Peer and Family Support Services and Peer and Family Run Organizations** – removed references to Attachment A under AMPM Policy 963 and 964 and added approved AHCCCS portal.

Chapter 300

- **Section 1.00 – Mercy Care Long Term Care Overview -** language updates in the first two paragraphs.
- **Section 2.17 – Employment Services** – substantial language updates throughout the section.
- **Section 4.01 – Behavioral Health Provider Types – Behavioral Health Residential Facilities (BHRF)** – new section added.
- **Section 4.04 – Emergency Services** - added language at the beginning of the section regarding prior authorization not being required for emergency services and information regarding post-stabilization services.
- **Section 4.10 – Behavioral Health Provider Coordination of Care Responsibilities:** added three new sections.
  - **Coordination of Care with Qualified Residential Treatment Facilities (QRTP)**
  - **Coordination of Care with Schools and Behavioral Health Providers**
  - **Transition from Child to Adult Services**
- **Section 4.27 – Reporting of Seclusion and Restraint – Reporting to MCLTC** - added a paragraph regarding documentation for a single seclusion or restraint submission needing to be consolidated into one complete PDF document prior to submission.
- **Section 6.00 – Peer and Family Support Services and Peer and Family Run Organizations** – removed references to Attachment A under AMPM Policy 963 and 964 and added approved AHCCCS portal.

Chapter 400

- **Section 1.00 – About Mercy Care ACC-RBHA –** language updates in the first three paragraphs.
- **Section 2.00 – SMI Determination and SED Eligibility Evaluation – SMI Removal** – entire section revised.
- **Section 2.05 – Emergency Services** - added language at the beginning of the section regarding prior authorization not being required for emergency services and information regarding post-stabilization services.
- **Section 2.09 – Clinical Guidelines:**
  - Added last paragraph in this section noting RBHA Health Homes being required to provide case managers with dedicated time to complete documentation.
  - **Personal Medicine** – added statement regarding reviewing Provider Requirements for Specific Programs and Services on Availity for additional information on the role of the Rehabilitation Specialist.
- **Section 2.15 – Services with Special Circumstances – Non-Title XIX/XXI Behavioral Health Services Benefit**:
  - **Response Times** - minor language updates in bullets 2 and 3. Removed last paragraph regarding SUD treatment programs.
  - **SUBG Reporting Requirements** - moved up from a later section. Minor language updates.
  - **Interim Services for Pregnant Women and People Who Inject Drugs (Non-Title XIX/XXI Only)** - moved up from a later section. Minor language updates.
  - **Choice of Substance Use Providers** - minor language updates.
- **Section 2.18 – Employment and Rehabilitation Services** – new section added.
- **Section 7.00 – Peer and Family Support Services and Peer and Family Run Organizations** - removed references to Attachment A under AMPM Policy 963 and 964 and added approved AHCCCS portal.

- **Section 10.02 – Coordination of Behavioral Health Care with Other Governmental Entities – Coordination of Care with Schools and Behavioral Health Providers** – new bullets added: 3, 5-10.
- **Section 11.00 – Concurrent Review**:
    - Removed Child and Adolescent TFC section
    - Removed Behavioral Health Residential Facilities (BHRF)
    - Child and Adolescent HCTC section relabeled to Child and Adolescent TFC
    - Adult Behavioral Health Residential Facilities relabeled as Behavioral Health Residential Facilities (BHRF). Language updates in the requirements in this section.
- **Section 13.03 – Accessing Services that Require Prior Authorization**:
    - The 5th bullet under Services Requiring Prior Authorization was changed from HCTC to TFC.
    - **Physical Health Providers under Integrated Care –** HCTC was changed to TFC. Language removed from this section.
- **Section 13.04 - How to Request a Prior Authorization -** new 3rd bullet noting BHRF modified service criteria.
- **Section 16.01 – Reporting of Seclusion and Restraint – Reporting to MC ACC-RBHA** - added a paragraph regarding documentation for a single seclusion or restraint submission needing to be consolidated into one complete PDF document prior to submission.