Provider Notification

Mercy Maricopa Integrated Care Overview

<table>
<thead>
<tr>
<th>Date of Notification</th>
<th>April 1, 2014</th>
<th>Revision Date</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plans Affected</td>
<td>All Lines of Business</td>
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Mercy Maricopa Integrated Care went into effect on April 1, 2014 and will serve as the new RBHA for GSA 6. Mercy Care would like to provide an overview of the new Mercy Maricopa Integrated Care plan, including definitions regarding eligible members, integrated care and general contact information.

Population Served
Mercy Maricopa Integrated Care (Mercy Maricopa) serves the following populations:

- **Serious Mental Illness (SMI)** – Mercy Maricopa provides integrated care, both behavioral health and physical health, for this population. Members are enrolled with Mercy Maricopa as the contractor for this population. **Both behavioral health and physical health providers must submit claims and prior authorization requests to Mercy Maricopa Integrated Care.**

- **General Mental Health Substance Abuse (GMHSA)** – Mercy Maricopa serves as the RBHA for this population. Behavioral health services are handled by Mercy Maricopa while physical health services are handled by the specific contractor the member is enrolled with. **Behavioral health providers must submit claims and prior authorization requests to Mercy Maricopa Integrated Care. Physical Health Providers must submit claims and prior authorization requests to the AHCCCS Contractor plan the member belongs to, i.e., Mercy Care Plan, or other AHCCCS Contractor Plans.** For a List of other AHCCCS Contractors, please review the AHCCCS website link:

  [https://azweb.statemedicaid.us/HealthPlanLinksNet/HPLinks.aspx](https://azweb.statemedicaid.us/HealthPlanLinksNet/HPLinks.aspx)

- **Non-Title XIX SMI** – Mercy Maricopa provides limited behavioral health services for persons diagnosed with a Serious Mental Illness (SMI) who do not qualify for Arizona’s Medicaid program through AHCCCS. **Behavioral Health providers must submit claims and prior authorization requests to Mercy Maricopa Integrated Care. This line of business does not pertain to physical health providers.**

- **Mercy Maricopa Advantage HMO Special Needs Population (MMA)** – This is the Medicare Advantage Plan for dual eligible members that have a chronic or serious mental illness (SMI) and are covered by Medicare (Parts A and B) as well as Medicaid.
Prior Authorization and Utilization
Mercy Maricopa requires prior authorization for select acute outpatient services and planned hospital admissions. Prior authorization is not required for emergency services. To request a prior authorization, be sure to:

- Always verify member eligibility prior to providing services.
- Complete the appropriate authorization form (clinical or pharmacy).
- Attach supporting documentation when submitting. This could include:
  - Recent progress notes documenting the need for the service
  - Lab results
  - Imaging results (x-rays, etc.)
  - Procedure/Surgery reports
  - Notes showing previous treatment tried and failed
  - Specialty notes

To request an authorization: Fax your authorization request to 844-424-3976.

Behavioral Health Concurrent Review requests: To initiate facility or sub-acute authorizations and ongoing or continued stay requests, please fax the notification to 855-825-3165. Requests for continuing care within an inpatient or sub-acute facility must be initiated by the contracted rendering provider prior to the last day of the expiration of the current authorization.

To request a referral to a specialist: Fax to our Referral Department at 844-424-3975.

Completed PASRR forms can be faxed to 855-825-3164.

To find out what services require authorization or check on the status of an authorization, please visit the Mercy Maricopa Secure Web Portal at www.mercymaricopa.org.

Claims
The Mercy Maricopa Claims department is responsible for claims adjudication; resubmissions, claims inquiry/research and provider encounter submissions. Additional information regarding claims is available in our Mercy Maricopa Provider Manual at http://www.mercymaricopa.org/providers/resources/manual.

Call our Claims Inquiry/Claims Research department at 800-564-5465 or 602-586-1841. Please follow the prompts:

- Provider - press option 2 for provider
- Option 1 for Mercy Maricopa ,then
- Option 4 to reach Claims

EDI vendors for electronic claim submission are as follows:

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Payer ID For Mercy Care (MCP) Claims*</th>
<th>Payer ID for Mercy Maricopa Claims **</th>
<th>Contact Information</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>• (Professional) – MCP1</td>
<td></td>
<td>1-817-684-8500</td>
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*Payer ID used for physical health claims for GMHSA Members who are covered under the MCP Plan.
**Payer ID used for both physical health and behavioral health claims for SMI members — Mercy Maricopa
**Payer ID used for behavioral health claims for GMHSA members — Mercy Maricopa
**Payer ID used for behavioral health claims for Non-Title XIX SMI — Mercy Maricopa

Paper claim submissions should be mailed to the following addresses:

<table>
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<tr>
<th>Physical and Behavioral Health</th>
<th>Mercy Maricopa Integrated Care or Mercy Maricopa Advantage Medical Claims P.O. Box 64835 Phoenix, AZ 85082-4835</th>
<th>Through Electronic Clearinghouse</th>
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<tbody>
<tr>
<td>Dental</td>
<td>Mercy Maricopa Integrated Care and Mercy Maricopa Advantage Dental Claims P. O. Box 62978 Phoenix, AZ 85082-2978</td>
<td>Through Electronic Clearinghouse</td>
</tr>
<tr>
<td>Refunds</td>
<td>Mercy Maricopa Integrated Care and Mercy Maricopa Advantage Attention: Finance Department P.O. Box 64835 Phoenix, AZ 85082-4835</td>
<td>Not Applicable</td>
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**Integrated Care Eligibility**
Eligibility for the integrated care program combines behavioral and medical health care. This includes persons diagnosed with a serious mental illness. Seriously mentally ill is a diagnosis that means the illness is disabling and requires intense behavioral health services and medications. Contact us at 866-796-5598 (toll-free) if you have any questions about our health plan.

**Pharmacy**
The online pharmacy directory is for Maricopa County and available on our website at [http://www.mercymaricopa.org/members/mmic/pharmacy](http://www.mercymaricopa.org/members/mmic/pharmacy). The directory contains a list of Mercy Maricopa’s network pharmacies. Plan beneficiaries must use network pharmacies for their prescription drug benefits. Mercy Maricopa does not cover prescriptions filled at other pharmacies. For more information on pharmacies:
• Call our Pharmacy department at 800-564-5465 or 602-586-1841,
• Press Option 4 (24 hours a day/7 days a week), and
• Follow the prompts for Provider: Option 2, then Option 1 for Mercy Maricopa Integrated Care, then Option 5 for Pharmacy.