



## Checking Eligibility

Mercy Care Provider Webinar  
October 31, 2018

# Themes of the course



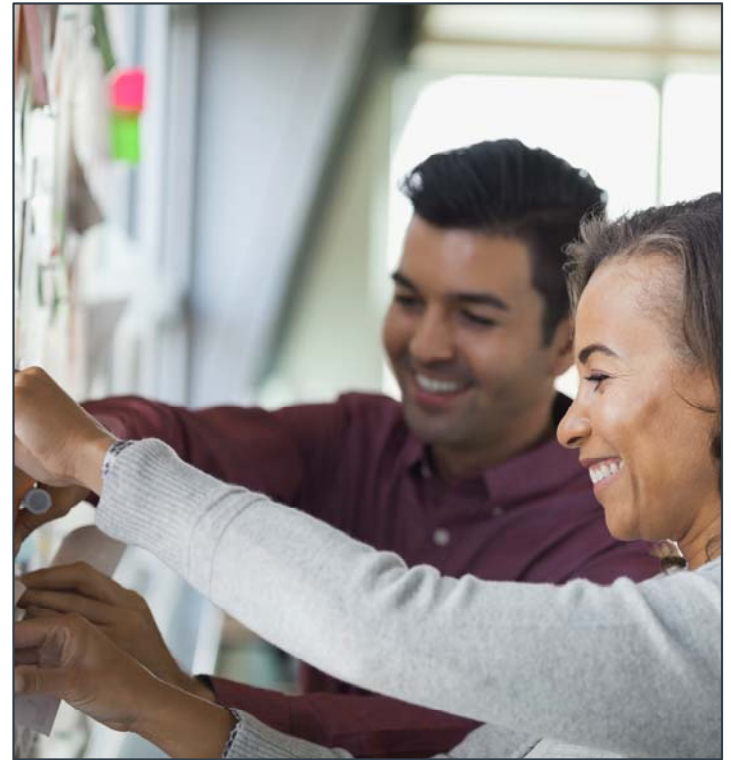
## What we will be reviewing today

- Mercy Care plans
- Resources for checking eligibility
- Review eligibility scenarios
- Mercy Care eligibility quick reference grid
- Other resources and references

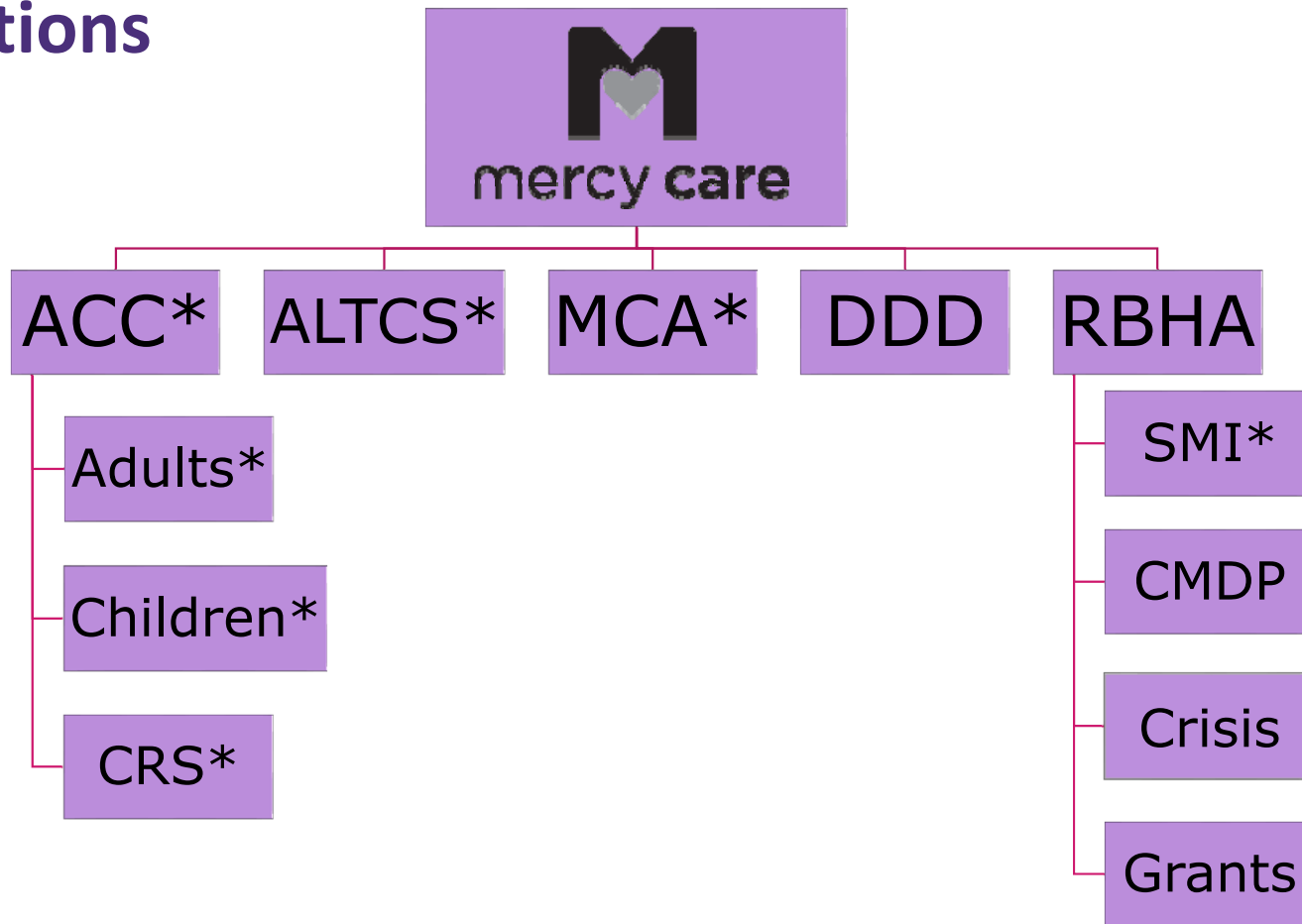
# Objectives for the Course

The goals of this webinar are twofold:

1. Provide resources for checking eligibility
2. Assist you in understanding eligibility for Mercy Care members



# Populations



# Check Complete Care Eligibility

## Providers can do the following:

- [AHCCCS Online](#)
- Via MercyCareAZ.org: This requires a confidential password to access:  
[Mercy Care Secure Portal](#)  
[Mercy Care RBHA Secure Portal](#)
- To register, contact your Provider Relations representative
- Call AHCCCS Interactive Voice Response (IVR) at 602.417.7200 in Maricopa county or 800.331.5090 outside
- Call Mercy Care Member Services (Mercy Care Complete Care, Long Term Care or Advantage): 602.263.3000
- Call Mercy Care Regional Behavioral Health Authority (RBHA): 800.564.5465

# Mercy Care eligibility quick reference grid

Membership	Health Plan	BHS Site ID	Contract Type	Acute/Physical Health Contactor	Behavioral Health Contactor
ACC Integrated (includes PPC)	010306	54	A or H	Mercy Care	Mercy Care
RBHA Integrated	010306	54	C, D, or W	Mercy Care RBHA	Mercy Care RBHA
GMHSU Only (i.e. CMDP)	≠ 010306	54	-	Assigned Health Plan	Mercy Care RBHA
Non-Title	-	37	-	N/A	Mercy Care RBHA
DD	110007	54	-	Dependent of DDD Subcontractor: if 010306, then Mercy Care	Mercy Care RBHA
DD/CRS	110007	62	-	Dependent of DDD Subcontractor: if 010306, then Mercy Care	UnitedHealthcare Community Plan

# Scenario 1: Member is Medicaid Integrated (Acute and Behavioral Health) with Mercy Care Plan

## Eligibility and Enrollment Tab

Medical Enrollment					
Health Plan ID/Description	Period Start	Period End	Rate Code	Contract Type	Insurance Type
010306 MERCY CARE PLAN	09/01/2017		2620 - SSI DISABLED EXPANDED WITH QMB	A ACC/CAP	HM HEALTH MAINTENANCE ORGANIZATION (HMO)
<a href="#">+ Service Type Codes</a>					

## Behavioral Health Service Tab

Behavioral Health Services				
BHS Category	Begin Date	End Date	BHS Site	BHS Service Type
G GENERAL MENTAL HEALTH SERVICES	08/25/2017		54 MERCY CARE PLAN	CH MENTAL HEALTH FACILITY - OUTPATIENT

## Scenario 2: Member is Medicaid Integrated (Acute and Behavioral Health) with Mercy Care RBHA

### Eligibility and Enrollment Tab

Medical Enrollment					
Health Plan ID/Description	Period Start	Period End	Rate Code	Contract Type	Insurance Type
010306 MERCY CARE PLAN	10/01/2018		3717 - ADULT <40% EXP FEMALE 21-44 NO MDC	C ACU/CAP/ACU	HM HEALTH MAINTENANCE ORGANIZATION (HMO)
<a href="#">+ Service Type Codes</a>					

### Behavioral Health Service Tab

Behavioral Health Services					
BHS Category	Begin Date	End Date	BHS Site	BHS Service Type	
S SMI	10/01/2018		54 MERCY CARE PLAN	CH MENTAL HEALTH FACILITY - OUTPATIENT	
S SMI	07/17/2018	09/30/2018	77 MERCY MARICOPA INTEGRATED	CH MENTAL HEALTH FACILITY - OUTPATIENT	



## Scenario 3: Member is Non-Title (Behavioral Health) with Mercy Care RBHA

### Eligibility and Enrollment Tab

Medical Enrollment					
Health Plan ID/Description	Period Start	Period End	Rate Code	Contract Type	Insurance Type
NONAHC NON-AHCCCS	10/11/2018		S000 - STATE-ONLY BHS	9 NON/AHC	MC MEDICAID

### Behavioral Health Service Tab

Behavioral Health Services				
BHS Category	Begin Date	End Date	BHS Site	BHS Service Type
G GENERAL MENTAL HEALTH SERVICES	10/11/2018		37 MMIC<10-1/MERCYCRE NON19>10-1	CH MENTAL HEALTH FACILITY - OUTPATIENT

## Scenario 4: Member is Medicaid Acute with American Indian Health Plan and Behavioral Health with Mercy Care RBHA

### Eligibility and Enrollment Tab

Medical Enrollment					
Health Plan ID/Description	Period Start	Period End	Rate Code	Contract Type	Insurance Type
999998 AHCCCS AMERICAN INDIAN HP	09/06/2018		2220 - SSI DISABLED WITH QMB	E ACC/FFS	MC MEDICAID
<a href="#">+ Service Type Codes</a>					

### Behavioral Health Service Tab

Behavioral Health Services				
BHS Category	Begin Date	End Date	BHS Site	BHS Service Type
S SMI	10/01/2018		54 MERCY CARE PLAN	CH MENTAL HEALTH FACILITY - OUTPATIENT

## Scenario 5: Member is Medicaid Integrated (Acute and Behavioral Health) with American Indian Health Plan

### Eligibility and Enrollment Tab

Medical Enrollment					
Health Plan ID/Description	Period Start	Period End	Rate Code	Contract Type	Insurance Type
999998 AHCCCS AMERICAN INDIAN HP	02/22/2018		3716 - ADULT <40% EXP MALE 21-44 NO MDC	E ACC/FFS	MC MEDICAID
<a href="#">+ Service Type Codes</a>					

### Behavioral Health Service Tab

Behavioral Health Services				
BHS Category	Begin Date	End Date	BHS Site	BHS Service Type
G GENERAL MENTAL HEALTH SERVICES	10/01/2018		98 AMERICAN INDIAN HLTH PROGRAM	CH MENTAL HEALTH FACILITY - OUTPATIENT
G GENERAL MENTAL HEALTH SERVICES	02/22/2018	09/30/2018	37 MMIC<10-1/MERCYCRE NON19>10-1	CH MENTAL HEALTH FACILITY - OUTPATIENT

**Scenario 6:** UnitedHealthcare Community Plan is responsible for CRS related physical health services and behavioral health services. The DDD subcontractor is responsible for physical health services not related to the CRS condition

### Eligibility and Enrollment Tab

Medical Enrollment					
Health Plan ID/Description	Period Start	Period End	Rate Code	Contract Type	Insurance Type
110007 LTC DD DES	06/20/2002		2210 - SSI DISABLED NON-MEDICARE	J LTC/CAP	HM HEALTH MAINTENANCE ORGANIZATION (HMO)
+ Service Type Codes					

### Behavioral Health Service Tab

Behavioral Health Services				
BHS Category	Begin Date	End Date	BHS Site	BHS Service Type
S SMI	10/01/2018		62 DD - UHC CRS	CH MENTAL HEALTH FACILITY - OUTPATIENT
S SMI	09/24/2016	09/30/2018	33 UHCCP/CHILDRENS REHAB	CH MENTAL HEALTH FACILITY - OUTPATIENT

### Additional Benefits Tab

DDD Subcontractor Plan		
DDD Plan	Begin Date	End Date
010306 - MERCY CARE PLAN	06/20/2002	



## Resources

AHCCCS application: <https://www.azahcccs.gov/Members/GetCovered/apply.html>

AHCCCS getting covered: <https://www.azahcccs.gov/Members/GetCovered/>

AHCCCS guides and manuals for health plans and providers:

<https://www.azahcccs.gov/PlansProviders/GuidesManualsPolicies/index.html>

AHCCCS resources:

<https://www.azahcccs.gov/Members/ProgramsAndCoveredServices/availablehealthplans.html>



## Resources

AHCCCS providers:

<https://www.azahcccs.gov/Members/ProgramsAndCoveredServices/ProviderListings/>

Childrens Rehabilitative Services (CRS):

<https://www.azahcccs.gov/Members/GetCovered/Categories/CRS.html>

Covered Services Guide:

<https://www.azahcccs.gov/PlansProviders/Downloads/GM/CoveredServiceGuide/covered-bhs-guide.pdf>



## Resources

Provider search tool:

<https://www.azahcccs.gov/Members/ProgramsAndCoveredServices/ProviderListings/>

Quick screener tool:

[https://www.healthearizonaplus.gov/App/Scr\\_Quick.aspx?QS=pJaHCUVgTg1DWDU3qb+Dsw](https://www.healthearizonaplus.gov/App/Scr_Quick.aspx?QS=pJaHCUVgTg1DWDU3qb+Dsw)

# Thank You

