About Mercy Care

• **Provider** sponsored and governed (Dignity Health, Ascension Health)
• **Locally** operated, located in Arizona
• 501(C)3 **non-profit** organization
• One of the largest AHCCCS contractors in the state
• Promotes **community reinvestment** by keeping dollars in the state
• **Employs** more than 1,200 staff in Arizona
# Mercy Care Contracts

<table>
<thead>
<tr>
<th>ACC</th>
<th>ALTCS</th>
<th>MCA</th>
<th>DD</th>
<th>RBHA</th>
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<tbody>
<tr>
<td>AHCCCS Complete Care</td>
<td>Arizona Long Term Care Services</td>
<td>Mercy Care Advantage</td>
<td>Developmentally Disabled</td>
<td>Regional Behavioral Health Authority</td>
</tr>
<tr>
<td>Physical and Behavioral Care for Adults and Children Medicaid Members</td>
<td>Physical and Behavioral Care for Long Term Care Members</td>
<td>Physical and Behavioral Care for Medicare Advantage Dual Special Needs Plan</td>
<td>Physical Care for Developmentally Disabled Members</td>
<td>Physical and Behavioral Care for Persons with Serious Mental Illness, BH for Foster Care Kids and Crisis.</td>
</tr>
<tr>
<td>Members – 334K*</td>
<td>Members - 13K*</td>
<td>Members 16K*</td>
<td>Members 13K*</td>
<td>Members 49K*</td>
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</tbody>
</table>

*As of June 2019
Mercy Care is a local company

Mercy Care is a 501(c)(3) which operates **five health care programs in Arizona:**

- Developmentally Disabled (contract with ADES)
- AHCCCS Complete Care, or ACC
- Arizona Long Term Care System, or ALTCS
- Medicare Dual Special Needs Plan, or DSNP (contract with CMS)
- Regional Behavioral Health Authority (RBHA) in Maricopa County
Community Involvement
Community Involvement
Community Involvement
Community Involvement
Where we do business, by contract and county
AHCCCS Complete Care

Counties served:
• Maricopa, Gila, Pinal

About ACC:
• Adults, children, CRS
• Integrated physical and behavioral health services
• Includes GMH/SU
Arizona Long Term Care System (ALTCS)

Counties served:
• Maricopa, Gila, Pima, Pinal

About ALTCS:
• Long term care
• Elderly/physically disabled (E/PD)
• Eligibility is financial or functional
Mercy Care Advantage (MCA)

Counties served:
• Maricopa, Gila, Pima, Pinal, Santa Cruz
• Applying to serve DDD members statewide beginning 1/1/2020

About MCA:
• Individuals eligible for Medicare and Medicaid
• Must live in our geographic service area
Division of Developmental Disabilities (DDD)

Counties served beginning 10/1/19:
• All counties

About DDD:
• Adults and children
• Cognitive disability, cerebral palsy, autism, or epilepsy
• Integrated physical and behavioral health services only; LTSS provided by DDD
Regional Behavioral Health Authority (RBHA)

Counties served:
• Maricopa, parts of Pinal

Services include:
• Integrated physical and behavioral health services for members with SMI designation
• BH services for DDD members
• BH services for CMDP members
• Crisis services, grant services
RFP and award information

- DDD will contract with managed care organizations (MCOs), called “DDD Health Plans” effective October 1, 2019.
- Two health plans, Mercy Care and United Healthcare Community Plan, are the new DDD Health Plans, effective October 1, 2019.
- These are statewide contracts. DDD members statewide will have the choice of Mercy Care or United Healthcare Community Plan.
- This will create a DDD integrated health plan including physical, behavioral and limited LTSS services.
RFP and award information

Under the new contract, DDD Health Plans will offer the following services to eligible members:

- Physical health
- Behavioral health
- Children’s Rehabilitative Services (CRS)
- Limited long term services and supports (LTSS)
  - Custodial nursing facilities
  - Emergency alert services
  - Physical therapy for members age twenty-one (21) and older.

All other LTSS and Support Coordination will be provided by DDD.
What’s changing?

Current

RBHA DDD
- Mercy Care (Central)
- AZ Complete Health (South)
- Steward HealthChoice (North)

Acute DDD
- Mercy Care
- Care 1\textsuperscript{st}
- United Healthcare

CRS DDD
- United Healthcare

Future

DDD Health Plan
- Mercy Care
- United Healthcare
ALTCS Flow Chart

ALTCS

- EPD Members (Elderly / Physically Disabled)
  - Contracted Health Plan

- DD Members (Developmentally Disabled)
  - DES/DDD
    - LTC Services Provided by DES/DDD

Subcontracted DDD Health Plan
# 10/1 Covered Service Examples

<table>
<thead>
<tr>
<th>Physical / Behavioral / LTSS (Covered by Mercy Care)</th>
<th>Long Term Care Services (Covered by DDD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctor Visits</td>
<td>Support Coordination</td>
</tr>
<tr>
<td>DME</td>
<td>Attendant Care</td>
</tr>
<tr>
<td>Specialists</td>
<td>Respite</td>
</tr>
<tr>
<td>Dental</td>
<td>Habilitation</td>
</tr>
<tr>
<td>Transportation</td>
<td>Day Treatment and Training</td>
</tr>
<tr>
<td>Rehabilitative Therapies</td>
<td>Habilitative Therapy (Speech, Occupation &amp; Physical)</td>
</tr>
<tr>
<td>Diapers/Briefs</td>
<td>Home Nursing</td>
</tr>
<tr>
<td>Custodial Nursing Facility</td>
<td>Home Modifications</td>
</tr>
<tr>
<td>Emergency alert services</td>
<td>Augmentative Devices</td>
</tr>
<tr>
<td>&gt;21 Hab/Rehab Physical Therapy</td>
<td>Hab-C</td>
</tr>
<tr>
<td>Children’s Rehabilitative Services (CRS)</td>
<td>Home/Residential Placement</td>
</tr>
<tr>
<td>Behavioral Health Services (children, GMH/SU, and SMI)</td>
<td>Intermediate Care Facilities (ICF)</td>
</tr>
</tbody>
</table>

Proprietary and Confidential
## DDD Member Notifications

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 14&lt;sup&gt;th&lt;/sup&gt; – July 15&lt;sup&gt;th&lt;/sup&gt;</td>
<td>Open enrollment</td>
</tr>
<tr>
<td><strong>September</strong></td>
<td>DDD sends letters to families confirming their health plan selection and enrollment. Errors will be corrected upon notification to DDD by the family.</td>
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<tr>
<td>October 1</td>
<td>Contract go-live</td>
</tr>
<tr>
<td>October 1&lt;sup&gt;st&lt;/sup&gt; – 30&lt;sup&gt;th&lt;/sup&gt;</td>
<td>Open enrollment for members that became ALTCS eligible between April 2019 and September 2019.</td>
</tr>
<tr>
<td>October 1&lt;sup&gt;st&lt;/sup&gt; – December 30&lt;sup&gt;th&lt;/sup&gt;</td>
<td><strong>After October 1, 2019, members that believe they picked a plan that will not work for them, will have the opportunity to select another plan for a period of 90-days.</strong></td>
</tr>
</tbody>
</table>
Member and Provider impact

- **New ID cards**
  - New member services number for BH services or for any members new to Mercy Care

- **New Member Services phone numbers for BH services**
  - Phone number will be same as ACC for Mercy Care

- **New claims submissions addresses**
  - For BH claims now submitted to same address as ACC
  - Pharmacy may be new if members are coming from a RBHA, Care 1st, or United Healthcare
Care coordination

• **DDD support coordinator** function will stay the same
• Health plan **DDD liaisons** will remain the same
• Mercy Care care managers will provide **additional care coordination** to high-needs members including those with CRS conditions
• To ensure continuity of care for Mercy Care members, **Mercy Care will honor all current prior authorizations for 180 days** after the contract start
Hot Topics

• Transportation
• DME
• Network
• Collaboration
Contracting

- Contracting information:
  - Providers interested in joining Mercy Care’s network can visit our website for further instruction.
  - A Letter of Interest (LOI) to join the network should be emailed to the Contracting Department at ContractingDepartment@MercyCareAZ.Org. Details about what to include in the LOI can be found here.
  - You may also reach our Contracting department by calling 602-453-6148.
Credentialing

In order to be a contracted provider with Mercy Care, you must have the following:

• NPI number (except atypical providers) – ALF and HCBS do not require NPI

• Active registration with AHCCCS
  o Have not opted out of Medicare, board certified, or actively pursuing board certification

• CAQH completed and current application

• Participate with all Mercy Care lines of business

• AzAHP Practitioner, Facility, or Organizational forms and rosters can be located on the Mercy Care website under “Forms”
Credentialing

• MD, DO
• Allied Practitioners (Mid-Level)
  o Physician Assistant (PA)
  o Nurse Practitioner (NP)
  o Certified Nurse Midwives (CNM)
• Psychologists
• Doctor of Chiropractic (DC)

• Certified Registered Nurse Anesthetist (CRNA)
• Independent behavioral health professionals who have an independent relationship with MCP (i.e. LCSW, LMFT, MSW, LPC, LSAC, LAC, all social workers and or counselors)
• Assisted Living Homes / Assisted Living Centers

Fax completed forms to: 860-975-3201.
To learn more about Mercy Care...

For more information:  
Join our email list [here](#).  
Visit us:  

Follow us to stay up-to-date on the DDD Implementation:  
**Twitter:** @MercyCareAZ  
**Facebook:** facebook.com/MercyCareAZ  
**Instagram:** Instagram.com/mercycareaz/  
**LinkedIn:** linkedin.com/company/mercy careaz/
Questions?
Thank You