

# 2020 Mercy Care Annual Provider Conference Agenda

**Tuesday, December 8, 2020**

- Welcome and Overview – *Patricia Weidman, Mercy Care*
- Arizona Department of Child Services and Mercy Care – *Karla Mouw and Sean Seeger, Arizona Department of Child Safety*
- Mercy Care Department of Child Services Comprehensive Health Plan – *Tad Gary, Mercy Care*
- COVID-19 Update – *Tad Gary, Mercy Care*
- Health Information Exchange – *Valerie Evive, Mercy Care*
- Workforce Development – *Sarah Hauck, Mercy Care*
- Network Management – *Jessica Clemens, Mercy Care*
- Closing – *Patricia Weidman, Mercy Care*



# Network Management



**Provider communication**  
*General information and system updates*

January 22, 2020

**Phone Interpretation Services - Transitioning to Language Line Reiteration**

**Applicable to: Mercy Care Complete Care, Mercy Care RBHA, Mercy Care Long Term Care, Mercy Care DD and Mercy Care Advantage**

This provider notification was previously sent on 11/11/2019. We are resending to reiterate the information.

Effective 12/1/2019, Mercy Care will be transitioning to Language Line for all phone interpretation services.

As the world's leading phone interpreter services provider, Language Line's phone interpreting solution is easy to use on any phone, connecting you to an interpreter within seconds, 24/7/365. With unmatched capability to scale to demand, Language Line can deliver connections you can depend on.

- Dial the provided toll free telephone number from any phone
- Provide basic account information and identify the language
- Connect to an interpreter within seconds
- Our interpreter can dial an outbound call to connect your LEP client if needed
- Customizable process streamlines your call flow, improves efficiency, to meet your specific business needs

Please refer to our [Language Line Solutions Quick Reference Guide](#) for call-in detail.

4-Digit PIN Codes are as follows:

- Mercy Care Complete Care, Mercy Care Long Term Care, Mercy Care DD and Mercy Care Advantage - **Clinical - 1203**
- Mercy Care Complete Care, Mercy Care Long Term Care, Mercy Care DD and Mercy Care Advantage - **Non-Clinical - 1204**
- Mercy Care RBHA - **Clinical - 2076**
- Mercy Care RBHA - **Non-Clinical - 1205**

We recently sent a provider notification regarding Scheduling Interpretation Services. We provided you with a list of vendor contacts to help with scheduling your interpretation needs. We've revised that list and have attached an updated [Interpretation Services Contact Vendor List](#) for your use that now includes Language Line.

As always, don't hesitate to contact your Mercy Care Provider Relations Representative with any questions or comments. You can find this notice and all other provider notices on our Mercy Care website.

We appreciate your continued assistance, support and cooperation!

[Sign up for our email list](#)





## TO ACCESS AN INTERPRETER

1. DIAL: **1-855-380-5345**
2. INDICATE: **Language**  
**Press 1) Spanish 2) Mandarin 3) Arabic 4) Vietnamese 5) For all others**
3. PROVIDE: **4 DIGIT PIN CODE** \_\_\_\_\_

Document the interpreter name and ID number for reference.  
Brief the interpreter and give any special instructions.

\* If you are asked for your Client ID # please provide **737610**

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### IMPORTANT INFORMATION:

**WORKING WITH AN INTERPRETER** – At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English proficient individual, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

**3-WAY CALL** – Use the conference feature on your phone, and follow the instructions above to connect to an interpreter. If you are initiating the call, get the interpreter on the line first, then call the limited English proficient individual. If you are receiving a call, ask the caller to “Please Hold,” and then conference in the interpreter.

**LANGUAGELINE DUAL HANDSET PHONE** – If you have a LanguageLine Dual handset phone, lift the handset and press the pre-programmed button to dial, then follow the prompts. Once connected to an interpreter, give the second handset to the limited English proficient individual.

**CUSTOMER SERVICE** – To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to [www.LanguageLine.com](http://www.LanguageLine.com) and click on the “Customer Service” tab, scroll to “Provide Feedback” and complete a “Voice of the Customer” form.

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# Interpretation Request

Confirm eligibility before request



Provided by Mercy Care contracted vendor



Include member eligibility and AHCCCS ID



Delivered with a covered service



In Clinical Team's presence

# Mercy Care Network Management

Find a provider/Pharmacy

Mercy Care Web Portal | Mercy Care RBHA Web Portal | Español | العربية

Search

Home | Health And Wellness | Get Involved

**COVID-19 for Providers**  
Get the latest Mercy Care COVID-19 FAQs.  
Click here

Welcome to Mercy Care

**Mercy Care Complete Care**  
(Acute, GMH/SU, Children)  
Become a member

**Mercy Care RBHA**  
(SMI, CMDP, formerly Mercy Maricopa Integrated Care)  
Become a member

**Arizona Crisis Hotlines**  
Facing a behavioral health crisis?  
Call 602-222-9444 or 1-800-631-1314 in Maricopa County (Central AZ). You can get help. Anytime. 24/7.  
Get info on other AZ crisis hotlines

For Members | For Providers | For Members | For Providers

**Find and click on "For Providers"**

Home | Health And Wellness | Get Involved

**For Providers**

**Mercy Care RBHA Member Handbook**  
You can request copies of the 2020 Mercy Care RBHA Member Handbook. Just fill out the [Mercy Care RBHA Member Handbook Order Form](#) and submit it to [MercyCareNetworkManagement@MercyCareAZ.org](mailto:MercyCareNetworkManagement@MercyCareAZ.org).  
(Orders are processed on Fridays. Requests made on Thursdays after 5 p.m. will be processed the following week.)

**Proudly Serving Pima County**  
Mercy Care is proud to continue serving ALTCS, DDO and Mercy Care Advantage (MCA) members in Pima County.  
We're experiencing a high volume of inquiries from members in Pima County who are enrolled in DDO, ALTCS and Mercy Care Advantage (MCA). These members are stating that their providers are informing them of contracting changes related to the AHCCCS Complete Care contract.  
**Please Note:** The 10/3/18 changes for the new AHCCCS Complete Care (ACC) program do not impact current DDO, ALTCS and MCA members in any GSA. Mercy Care remains contracted with AHCCCS to provide services to members enrolled in ALTCS, DDO and MCA.  
If you have questions or concerns, don't hesitate to contact your Mercy Care Network Management Representative. You can also reach the Mercy Care Network Management Department at 800-564-5465; (TDD/TTY 711).

**Join our network**

**Network Management Department**

Our Network Management representatives are dedicated liaisons who are here to help you. We want to have a positive experience with Mercy Care. Your Network Management representative will assist you to help you get the most out of doing business with us.

Network Management representatives offer support such as:

- Site visits
- Training your staff on Mercy Care RBHA policies and procedures
- Providing ongoing education resources such as the provider portal and Provider Manual
- Resolving operational issues to improve health care delivery
- Being available to answer your questions

Network Management representatives will also help you utilize available technology such as:

- Secure provider web portal
- Health Information Exchange (HIE)
- Administrative functions: Claims submission (EDI), Funds Transfer (FFT), Remittance Advice (ERA)

**How to find your Network Management representative**  
Mercy Care assigns every participating provider a liaison. You and/or your office staff will work with your Network Management representative regularly. Call the Network Management Department at 800-564-5465 (toll-free) (TDD/TTY) 711 for questions.

For your convenience, below you can find a listing of your assigned Network Management representative, as well as their detailed contact information:

- Network Management Assignments - Maricopa County
- Network Management Assignments - ALTCS
- Network Management Assignments - Pima County
- Network Management Assignments - All Other Counties
- Network Management - Management

**Find and click on "Network Management"**

**Find and click on assignments**

Proprietary and Confidential

Find your assigned Network Management Representative via the Mercy Care website using the instructions in the provided images.

You may also contact the Network Management Department at the address below:

[MercyCareNetworkManagement@MercyCareAZ.org](mailto:MercyCareNetworkManagement@MercyCareAZ.org)

# Reminder: Provider Rosters, Changes, Updates, Terminations

- Rosters are due monthly for delegated groups
- Complete AzAHP forms as needed for new providers, changes, or updates to provider demographics
- Submit provider terminations 90 days prior to termination date, or as soon as known
- Email rosters, AzAHP forms and terminations to Network Management email box ([MercyCareNetworkManagement@mercycaresaz.org](mailto:MercyCareNetworkManagement@mercycaresaz.org))
- Provider updates/changes and rosters:
  - Ensure accurate/timely payments
  - Assists in member referrals/provider directory
- Changes to AzAHP forms
  - Cognitive and Physical Disabilities Accommodations questions
  - Assists members in selecting providers/locations that meet their unique needs
  - Do not need to complete the entire AzAHP Practitioner or Organizational form