

# Provider Services Profile

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**Network Administrator**

# WebEx reminders

- All phone lines will be muted for the duration of the webinar
- You can submit your questions using the **Chat** or **Q&A** feature at the bottom right of your WebEx window
- Questions will be addressed at the end of the presentation
- The slide presentation will be made available at the end of the session today

# What is the Provider Services Profile (PSP)?



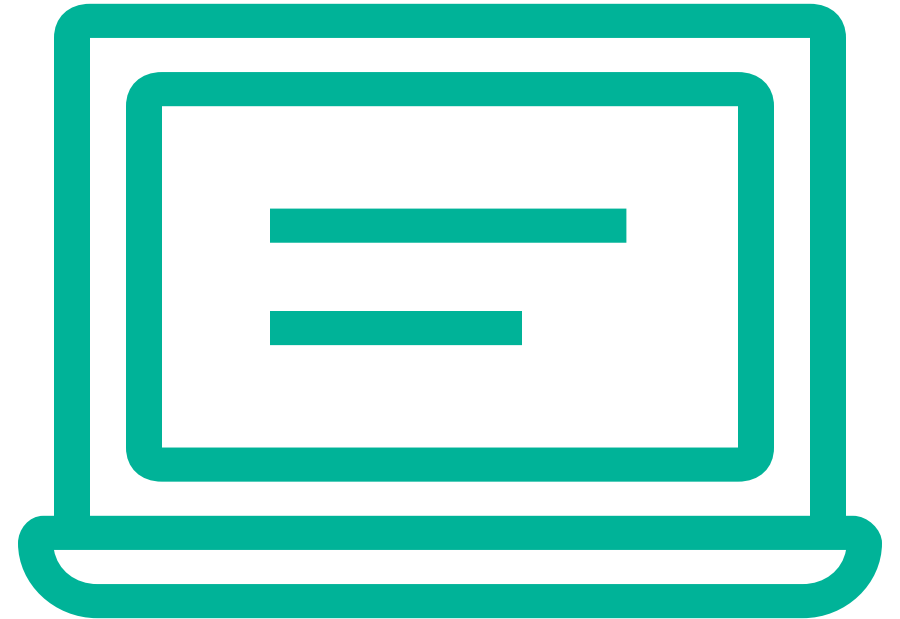
Document used to capture specific services offered in provider network

- Location specific
- Based on provider self-report
- Initiated with historically “core” RBHA providers
- Currently only used in BH network
- Established through workgroups with internal Mercy Care depts
- In addition to information captured on AzAHP credentialing documents

# How is the information collected?

Completed by the Network Management team

- Initially completed in workgroups
- In-service or annual update
- In-person completion to ensure accuracy
- Tab completed for each location; services are location specific
- Licensed, certified services where applicable



# How is the information shared?



- PSP data is entered into Mercy Care system
- Managed through internal process for new information and updates
- Searchable by anyone with access
- PSP information added to Provider Directory

# PSP Attachment

# Provider Service Profile List

Highlight items to update in yellow

Element #	Name of Element	Response	Service offered at location?	Remove element at location?	Directory Attribute
0	QNXT ID		N/A		No
1	Group AHCCCS ID		N/A		No
2	Agency Tax ID		N/A		No
3	Facility NPI		N/A		No
4	Facility AHCCCS ID		N/A		No
5	AHCCCS Facility Provider Type		N/A		No
6	Facility AHCCCS Provider Type Description		N/A		No
7	Facility Name		N/A		No
8	Facility Street Address		N/A		No
9	City		N/A		No
10	State		N/A		No
11	ZIP		N/A		No
12	Phone Number		N/A		No
13	Phone Ext		N/A		No
14	Fax Number		N/A		No
15	Effective Date		N/A		No
16	Contact Name		N/A		No

# Provider Service Profile List

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Element #	Name of Element	Response	Service offered at location?	Remove element at location?	Directory Attribute
17	Hours of Operation				No
18	Extended or After Hours (M - F)				No
19	Weekend Hours				No
20	Accepting New Members? (Yes/No)				No
21	24 Hour Crisis Response				Yes
22	Child Bed Total Capacity				Yes
23	Adult Bed Total Capacity				Yes
24	Qualified Service Provider (QSP)				Yes
25	Accept Non Title				Yes
26	Adult GMHSU				Yes
27	Child GMHSU				Yes
28	Child				No
29	SMI				No
30	DD				No
31	Ages: 0-5				Yes
32	Ages: 6-12				Yes
33	Ages: 13-17				Yes
34	Ages: 18-21				Yes



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Element #	Name of Element	Response	Service offered at location?	Remove element at location?	Directory Attribute
35	Ages: 22-54				Yes
36	Ages: 55 and up				Yes
37	Specific services for Ethnicity				Yes
38	Specific services for Race				Yes
39	Specific services Tribal Affiliation/ Member				Yes
40	Specific services for Veterans				Yes
41	Specific services for LGBTQIA+				Yes
42	Transition-Aged Youth Services				Yes
43	Children's Rehabilitative Services (CRS)				Yes
44	Developmental Disability-Adult				Yes
45	Developmental Disability-Child				Yes
46	Sex Offender Treatment-Adult				Yes
47	Sexually Maladaptive Behavior (SMB) Treatment - Adult				Yes
48	Sexually Maladaptive Behavior (SMB) Treatment - Child				Yes
49	Victims of Abuse Trauma Therapy - Adult				Yes
50	Victims of Abuse Trauma Therapy - Child				Yes
51	Victims of Abuse Trauma Therapy - Adolescent				Yes
52	Substance Use Disorder Treatment-Adult				Yes

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Element #	Name of Element	Response	Service offered at location?	Remove element at location?	Directory Attribute
53	Substance Use Disorder Treatment-Child				Yes
54	Substance Use Disorder Treatment - Adolescent - IVDU				Yes
55	Substance Use Disorder Treatment- Adult - IVDU				Yes
56	Substance Use Group Therapy				Yes
57	Problem Sexualized Behavior				Yes
58	Adolescent and Community Reinforcement Approach (A-CRA)				Yes
59	Functional Family Therapy (FFT)				Yes
60	Dialectical Behavioral Therapy-Adult (DBT)				Yes
61	Dialectical Behavioral Therapy-Child (DBT)				Yes
62	Multi Systemic Therapy (MST)				Yes
63	First Episode Center (FEC)				Yes
64	Eye Movement Desensitization and Reprocessing (EMDR)				Yes
65	Disassociative Identity Disorder (DID) Counseling				Yes
66	Cognitive Behavioral Therapy (CBT)				Yes
68	Cognitive Behavioral Therapy Substance Use (CBT-SU)				Yes
69	Cognitive Behavioral Therapy Trauma Focused (CBT-TF)				Yes
70	Psychodynamic Therapy				No
71	Eating Disorder				No

# Provider Service Profile List

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Element #	Name of Element	Response	Service offered at location?	Remove element at location?	Directory Attribute
72	Equine Therapy				No
73	Domestic Violence Counseling - Victim				No
74	Domestic Violence Counseling - Offender				No
75	Peer Support Services				No
76	Family Support Services				Yes
77	Telemedicine				Yes
78	Special Needs - Blindness/Visual Impairment				Yes
79	Special Needs - Deaf/Hard of Hearing				Yes
80	TTY/TDD Devices				Yes
81	Spanish				Yes
82	Vietnamese				Yes
83	Farsi				Yes
84	Arabic				Yes
85	Other Languages				Yes
86	Ceiling Lift or Staff to Transfer Member to Exam Table				Yes
87	Adjustable Exam and Imaging Tables with Built in Scales				Yes
88	Wheelchair Scale				Yes
89	Automatic Push Button Door Opener or Adjustable Door Weight				Yes

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Element #	Name of Element	Response	Service offered at location?	Remove element at location?	Directory Attribute
90	Wheelchair and Bariatric Accessible Door Widths				Yes
91	Parking Lot Ramps				Yes
92	Handicap Access - ADA				Yes
93	Handicap Access - Exam Rooms/Medical Equipment				Yes
94	Handicap Access - Exterior Building				Yes
95	Handicap Access - Interior Building				Yes
96	Handicap Access - Parking				Yes
97	Handicap Access - Restrooms				Yes
98	Administration and Support Services				Yes
99	Autism Spectrum Disorder (ASD) Diagnosing				Yes
100	Applied Behavioral Analysis (ABA)				Yes
101	Developmental Testing				Yes
102	Neurobehavioral status exam Testing				Yes
103	Neuropsychological Testing				Yes
104	Psychological Testing				Yes
105	Psychosexual Testing				Yes
106	Assessment - Comprehensive				Yes
107	Birth To Five				Yes

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Element #	Name of Element	Response	Service offered at location?	Remove element at location?	Directory Attribute
108	Meet Me Where I Am Positive Behavior Support				Yes
109	Behavior Coaching - Non Meet Me Where I Am				Yes
110	Therapeutic Recreational Programs - Adults				No
111	Community Based Counseling				Yes
112	Family Counseling				Yes
113	Group Counseling				Yes
114	Individual Counseling				Yes
115	Pre-Petition Screening				Yes
116	Court Ordered Treatment				Yes
117	Justice System Services - Adult				Yes
118	Electrocardiogram (EKG or ECG)				Yes
119	Electroconvulsive Therapy (ECT)				Yes
120	Electroencephalogram (EEG)				Yes
121	Auricular Acupuncture				Yes
122	Family Coaching				Yes
123	Respite -In-Home				Yes
124	Respite - Facility Based				Yes
125	Case Management				Yes

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Element #	Name of Element	Response	Service offered at location?	Remove element at location?	Directory Attribute
126	High Needs Case Management				Yes
127	Health and Wellness				Yes
128	Homecare Training To Home Care Client (HCTC)				Yes
129	Independent Living Program				Yes
130	Intensive Outpatient - General Mental Health				Yes
131	Intensive Outpatient - Substance Use				Yes
132	Partial Hospitalization Program				Yes
133	Medication Management Controlled				Yes
134	Medication Management Self Administration				Yes
135	Medication Monitoring - Adult				Yes
136	Medication Monitoring - Child				Yes
137	Office-Based Opioid Treatment (OBOT) - MAT Prescribers				Yes
138	Opioid Treatment Provider (OTP) - MAT Providers				Yes
139	Methadone - Adults				Yes
140	Methadone Treatment - Adolescents				Yes
141	Buprenorphine / Suboxone				Yes
142	Vivitrol				Yes
143	Induction Physicals				Yes

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Element #	Name of Element	Response	Service offered at location?	Remove element at location?	Directory Attribute
144	Employment Services				Yes
145	Pre-Employment				Yes
146	Psychosocial Rehabilitation				Yes
147	BH Prevention / Education and Medication Training				Yes
148	Cognitive Rehabilitation				Yes
149	Psychosocial Rehabilitation Living Skills Training				Yes
150	Vocational Rehabilitation				Yes
151	Skills Training and Development				Yes
152	Supported Employment and Support to Maintain Employment				Yes
153	Permanent Supportive Housing				Yes
154	Residential Services				Yes
155	Residential Services - Eating Disorders				Yes
156	Substance Use Residential Treatment				Yes
157	Supervised Behavioral Health Day Treatment				Yes
158	Transportation				Yes
159	Treatment Services - Other Professional				Yes
<b>For Mercy Care Use Only</b>					
1	Targeted Investment (TI)				No

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Element #	Name of Element	Response	Service offered at location?	Remove element at location?	Directory Attribute
2	Equality Health				No
3	Phoenix Children's Care Network (PCCN)				No
4	Arizona Care Network (ACN)				No
5	PII				No
6	Value Based Solutions				No



# Expectations

- Updated PSPs from all providers by July 1, 2022
- Submit by emailing the Mercy Care Network Management mailbox at [MercyCareNetworkManagement@mercycareaz.org](mailto:MercyCareNetworkManagement@mercycareaz.org)
- Follow up with your Network Management representative for additional questions
  - Find your rep by visiting the Mercy Care website > For Providers > Network Management Department > Network Management Assignments



# Questions?

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# Thank you

