

Mercy Managed Behavioral Health (MMBH) Provider Newsletter

May/June 2023 - Spring Edition



**Find out the latest
News with MMBH**

THANK YOU to all the Providers that completed the MMBH Provider Satisfaction Survey in December of 2022. We have received your feedback and are taking actions now based on your comments.

As always, we value your positive feedback or concerns you may have.

Thank you for the great service you provide to our members!

MMBH Services

- ✚ Utilization Management
- ✚ Case Management
- ✚ Behavioral Health Provider Networks
- ✚ Quality Improvement
- ✚ Behavioral Health 24/7/365 Call Center

Have you moved or need to update your information with MMBH?

It is imperative that you keep us updated with any changes by e-mailing the **Provider Change Form** with your updated information to Provider Relations at MMBHProviderRelationsTeam@Mercy.net.

Note: To make a provider name change, the provider's professional license & NPI must BOTH match the providers new legal name.

You can find the Provider Change Form on our website: <http://www.mbh-eap.com/resources-forms/providers/>

Did you know you can find the following forms and more on our MMBH Website?

Resource Forms:

- ✚ Provider Network Request form
- ✚ ABA Treatment Request form
- ✚ Psych Testing Request form
- ✚ IOP Request form
- ✚ Claims Submission and Payment Information
- ✚ Provider Manual

You can access these by clicking on the following link:

<http://www.mbh-eap.com/resources-forms/providers/>

Appointment Standards

The following standards have been adopted by MMBH and our Health Plan partners:

- ✚ Emergency Life Threatening:
 - Standard: Immediate
- ✚ Emergent Non-Life Threatening:
 - Standard: < 6 Hours
- ✚ Urgent:
 - Standard: < 24 hours
- ✚ Routine:
 - Standard: < 10 days



Health Call Center
12/01/2025

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- ✚ Current Medicare/CMS Telehealth Guidance: [Telehealth policy updates | Telehealth.HHS.gov](#)
- ✚ 2023 CPT Code Changes from the AMA: [2023 CPT E/M descriptors and guidelines \(ama-assn.org\)](#)
- ✚ 988 Resource for Members: You can refer members for any Mental Health or suicide concern. More details: <https://www.samhsa.gov/find-help/988>

- ✚ **Effective 6/1/2023 - IBEW Local 1 (MO) is transferring their Behavioral Health benefits to Cigna**
 - The new Cigna EAP/MAP phone number for IBEW Local 1 (MO) is 877-622-4327.
 - The Cigna BH telephone number for prior authorization (and other UM/CM, Provider Network, and Member Service needs) is 800-768-4695.

Provider Notification Information

As part of our standard Utilization Management processes and procedures we utilize nationally recognized and evidenced based medical necessity criteria, including:

- MCG Behavioral Health Care Guidelines

The behavioral health criteria used in making utilization management determinations are available to our providers (and members) upon request by mail, fax, or secure email.

Please reach out to MMBH if you have any questions or would like to request the criteria, we use in making utilization management determinations, at 1-800-413-8008.

Reminders for Essence Healthcare:

- Essence does NOT require prior authorization for routine outpatient visits, including psych/neuro psych testing.
- Communication with the members PCP is extremely important. Please obtain authorization to release information to PCPs, particularly those taking medications, have unstable conditions, and those with co-morbid chronic medical conditions. Integrated care results in better overall health outcomes.
- Please visit the Essence provider portal to obtain member benefit and claim information. Search: Essence Healthcare and click on Provider Log- In to register for this service.

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Claims Submission and Payment Information

List of Accounts managed by Mercy Managed Behavioral Health

**Send claims directly to the third-party administrator.

| PLAN | ADDRESS Electronic Claims Address | CLAIM STATUS/ PROVIDER RELATIONS | APPLICABLE STATE | | | | |
|--|--|--|-----------------------|--|---|----------------|----|
| Essence Healthcare MO/IL HMO & PPO | Essence Healthcare PO Box 5907 Troy, MI 48007 <i>Emdeon #20818, Gateway #57082 SSI Payer ID & Sub ID 99999-0648</i> | (314) 209-2700 or (866) 597-9560 Option 5, then Option 2 | MO | | | | |
| IBEW Local 309 Collinsville, Illinois | Meritain Health PO Box 853921 Richardson, TX 75085-3921 <i>WEBMD/Emdeon #41124 Mckesson/Relay Health #1761</i> | (618) 344-2002 | MO IL | | | | |
| IBEW Local No. 1 Health and Welfare | IBEW Local 1 Health & Welfare Fund PO Box 6088 St. Louis, MO 63139 <i>Relay Health #44602 Trizetto / Office Ally / Practice Insight #44602</i> | (314) 752-2330 or (877) 281-2430 | MO IL | | | | |
| LHN (Labor Health Network) | Meritain Health PO Box 853921 Richardson, TX 75085-3921 <i>WEBMD/Emdeon #41124 Mckesson/Relay Health #1761</i> | (866) 209-3063 | MO IL | | | | |
| Missouri - Mercy Co-Workers – Anthem Alliance EPO & Blue Access Choice PPO | <p>MO ONLY: EPO & PPO Product</p> <p>Anthem PO Box 105187 Atlanta, GA 30348</p> | (888) 571-9054 | MO | | | | |
| Arkansas – Mercy Co-Workers – Anthem Alliance EPO & Blue Access Choice PPO | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">AR - EPO ONLY:</td> <td style="width: 50%;">AR – PPO ONLY:</td> </tr> <tr> <td>Anthem PO Box 105187 Atlanta, GA 30348</td> <td>File claims with the local Blue Cross and Blue Shield Plan in the state where services were provided.</td> </tr> </table> | AR - EPO ONLY: | AR – PPO ONLY: | Anthem PO Box 105187 Atlanta, GA 30348 | File claims with the local Blue Cross and Blue Shield Plan in the state where services were provided. | (888) 571-9054 | AR |
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| Anthem PO Box 105187 Atlanta, GA 30348 | File claims with the local Blue Cross and Blue Shield Plan in the state where services were provided. | | | | | | |
| Illinois, Oklahoma, Kansas – Mercy Co-Workers – Anthem Alliance Options PPO | <p>Anthem Alliance PPO:</p> <p>File claims with the local Blue Cross and Blue Shield Plan in the state where services were provided.</p> | (888) 571-9054 | IL OK KS | | | | |
| | <i>Electronic Claim Submission:</i> www.anthem.com/edi Payor ID: 00241 | | | | | | |

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Direct contracts in network with Mercy Managed Behavioral Health

| PLAN | ADDRESS Electronic Claims Address | CLAIM STATUS/ PROVIDER RELATIONS | APPLICABLE STATE |
|---|--|---|---------------------|
| Direct Contracts – with various Employer Groups | Please see the back of the member’s insurance card for the appropriate claim submission address. | Found on the back of the member’s insurance card. | MO, IL, AR, KS, OK |

MMBH is responsible for managing prior authorization requests on behalf of the Health Plan. If you have obtained prior authorization through MMBH and experience claim issues, your claim inquiry should be directed to the Health Plan, not MMBH. Please refer to the phone number on the back of the member’s insurance card.

Please note:

- Failure to obtain prior authorization will result in a denied claim.
- **ABA ONLY:** Failure to include the modifier (HP/HO/HN/HM) may result in a denied claim.
- **NEW Providers** should hold their claims for 30 days from their assigned effective date listed on your Welcome Letter, to allow our TPA’s time to get your information loaded into their claims payment system.