



Mercy Managed Behavioral Health (MMBH) Provider Newsletter

November 2024 - Fall Edition



Find out the latest
News with MMBH

THANK YOU to all the Providers that completed the MMBH Provider Satisfaction Survey in December of 2023. We have received your feedback and are taking actions now based on your comments. The 2024 survey will be sent out early December.

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 - MMBHProviderUpdates@Mercy.net.

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

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

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

MMBH Provider Newsletter



- ✦ Mercy Credentialing & Data Center (Mercy C&DC) is using a new software program called **Axual**. Axual will be utilized for all credentialing/re-credentialing instances. MMBH providers due for credentialing will receive an e-mail notifying you that it's time to complete your Axual application so your current credentialing instance doesn't expire. **Please note:** Expired credentialing will result in termination from the MMBH Network. For any questions, please call 314-729-4600 and ask to speak with a Provider Relations Representative.
- ✦ MMBH has expanded their services into Southeast Missouri. We want to Welcome all new and existing providers in that area and thank you for serving our new members.
- ✦ 988 Resource for Members: You can refer members for any Mental Health or suicide concern. More details: <https://www.samhsa.gov/find-help/988>

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.

IMPORTANT **Mercy Co-worker Health Benefit Plan** **Changes for 2025**

Effective **January 1, 2025**, the Mercy Coworker Benefit Plan will transition away from Anthem, our current benefit administrator, to United Healthcare (UMR) Optum as our plan administrator for medical and behavioral health services.

As a current Tier 1 provider/facility for the Mercy Employee Plan, we would like to continue to include you as a Tier 1 provider. No action is needed on your part **unless you are not currently a contracted Optum provider/facility.** The 2025 Mercy Employee benefit Plan Tier 1 provider reimbursement will be processed at your contracted Optum agreement reimbursement rates.

If you are not a contracted Optum provider/facility and wish to join that network for continued Mercy Employee Benefit Plan Tier 1 reimbursement, behavioral health doctors and therapists should go to www.providerexpress.com or call Optum for behavioral health inquiries at 877-614-0484 to apply.

Please review the notice explaining this important change, via our website. <https://www.mbh-eap.com/resources-forms/providers/>

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.

MMBH Provider Newsletter

Claims Submission and Payment Addresses

List of Accounts managed by Mercy Managed Behavioral Health

Effective Date: 1/01/2025

****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>	(866) 597-9560 Option 5, then Option 2	MO IL
IBEW Local 309 (IBEW-IL) 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
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

Health Plan and Direct contracts in network with Mercy Managed Behavioral Health*

***These are NOT managed by Mercy Managed Behavioral Health**

PLAN	ADDRESS Electronic Claims Address	CLAIM STATUS/ PROVIDER RELATIONS	APPLICABLE STATE
Mercy Co-Workers – Mercy Copay Plan through UMR, a UnitedHealthcare Company	UMR PO Box 211762 Eagan, MN 55121 <i>EDI Payor ID: 39026</i>	(800) 430-2176	MO, IL, AR, KS, OK and Out of Area
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