

Mercy Managed Behavioral Health Provider Newsletter

April 2021

MMBH Services

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

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

Let us know

Please let us know if you have openings in your schedule. We post this information for our staff. You may fax openings to us at (314)729-4636.

Dear MMBH Provider,

We hope this communication finds you happy and healthy as we start a new year. The information contained in this newsletter is intended to keep you informed of key MMBH changes.

Please also visit our website at www.mbh-eap.com. By clicking on the **Resources & Forms module**, you will find an area just for providers. Simply click on the link for Providers and you will find beneficial resources like our provider handbook, privacy policy, change of address/phone form, etc.

It is imperative that you **keep us updated with any changes** by faxing the **Provider Change Form** with your updated information to Provider Relations at 314.729.4636 or by emailing to Donna.Schmitz@Mercy.net. You can find the Provider Change Form on our website under Provider Resources.

We are grateful for the high-quality services that you have provided to our members. Your dedication and commitment to helping people achieve optimal health outcomes is so greatly appreciated.

We look forward to our continuing relationship with each of you.

Sincerely,

Scott Frederick PhD, LPC, LCSW

Executive Director, MMBH & Mercy EAP

**Please continue reading below for important
2021 Benefit Plan changes**



Health Call Center
Expires 12/01/2022

What is New for 2021?

- Due to the current State of Emergency from COVID-19, telephonic/telehealth/telemedicine services are temporarily allowed for routine OP therapy.
- When billing for telephonic/telehealth/telemedicine services, use Standard CPT coding found on your contracted MMBH rate schedule and the appropriate place of service code. Any billing codes submitted that are NOT on your MMBH rate schedule will deny, appropriately.
- For POS Codes and Their Descriptions, go to: <https://www.cms.gov/Medicare/Coding/place-of-service-codes>
- Please DO NOT send in registered mail requiring a signature because all MMBH staff are currently working REMOTELY and we are unable to sign

These forms and more can be found on our MMBH Website:

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

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

Use of provider modifiers on professional claim forms:

- MMBH contracted groups (practices with different specialty levels that may include Master, PhD, MD/DO, and / or Nurse Practitioner) must bill using provider modifiers on the claim form to ensure appropriate reimbursement occurs.
- Modifiers are identified on your specific rate schedules.

Professional Groups:

MD = "AM"
 PHD = "HP"
 Master = "HO"
 APN = "SA"

ABA Treatment Providers Only:

BCBA-D = "HP"
 BCBA = "HO"
 BCaBA = "HN"
 RBT = "HM"
 Implementer = "HL"

Essence Healthcare Information:

- *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.*

2021 BENEFIT PLAN CHANGES:

We have had some key Benefit Plan changes as of January 1, 2021:

1. The Carpenters Union covered members have transitioned their health plan (medical and behavioral) services to Cigna. Authorization for behavioral health services as of 1/1/21 can be obtained by calling Cigna at 800-244-6224.
2. MMBH has transitioned away from providing services to the Coventry/Aetna Medicare Advantage members we serviced primarily in Southwest Missouri and Northwest Arkansas. As of 1/1/21 those members are receiving their Plan benefits through Aetna. Authorization for behavioral health services as of 1/1/21 can be obtained by calling Aetna at 800-624-0756.
3. MMBH has expanded new Plan behavioral health services with Lumeris Healthcare. We previously provided behavioral health benefit services to members of Essence Healthcare. Our expansion now includes services to members in four additional states. These additional states do not impact our current contracted provider networks in Missouri, Illinois, Kansas, Arkansas, and Oklahoma.
4. Our relationship with QT (QuikTrip) in providing managed behavioral health in the St. Louis market has terminated as of 1/1/21.

Claims Submission and Payment for ALL Mercy MBH Accounts

It has been brought to our attention that claims are being faxed directly to our health plans, instead of the appropriate method of either (1) electronic claim submissions or (2) mailing the claim to the appropriate claims mailing address (below). Attached you'll find a list of the health plans managed by MMBH showing their **Electronic Payor ID**, as well as the **appropriate claims mailing address**.

For fastest claim timeliness please send claims directly to the third-party administrator. Addresses and accounts are listed in the table below; as well as, Provider Relations phone numbers for claims status questions.

Since it is a New Year, we would like to remind you to please be sure to verify member eligibility with the appropriate health plan in case there is a change of benefits.

➔ We are currently reviewing necessary changes to the 2021 CPT code edits and will notify you of any required changes. (i.e. the 99201 code will be retired)

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

PLAN	ADDRESS Electronic Claims Address	CLAIM STATUS/ PROVIDER RELATIONS	APPLICABLE STATE
Essence Healthcare	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

<p>LHN (Labor Health Network)</p>	<p>Meritain Health PO Box 853921 Richardson, TX 75085-3921</p> <p><i>WEBMD/Emdeon #41124, Mckesson/Relay Health #1761</i></p>	<p>(866) 209-3063</p>	<p>MO IL</p>				
<p>Anthem EPO Commercial (Offered in MO & AR ONLY for NON-Mercy co-workers)</p>	<p>MO & AR ONLY: Anthem PO Box 105187 Atlanta, GA 30348</p> <p><i>Electronic Claim Submission: www.anthem.com/edi</i></p>	<p>(888) 571-9054</p>	<p>MO IL AR</p>				
<p>Missouri - Mercy Co-Workers – Anthem Alliance EPO & PPO</p>	<table border="1" data-bbox="464 659 1026 842"> <tr> <td colspan="2">MO ONLY: EPO & PPO Product</td> </tr> <tr> <td colspan="2">Anthem PO Box 105187 Atlanta, GA 30348</td> </tr> </table> <p><i>Electronic Claim Submission: www.anthem.com/edi</i></p>	MO ONLY: EPO & PPO Product		Anthem PO Box 105187 Atlanta, GA 30348		<p>(888) 571-9054</p>	<p>MO</p>
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Anthem PO Box 105187 Atlanta, GA 30348							
<p>Arkansas – Mercy Co-Workers – Anthem Alliance EPO & PPO</p>	<table border="1" data-bbox="464 949 1086 1131"> <tr> <td>AR - EPO ONLY:</td> <td>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> <p><i>Electronic Claim Submission: www.anthem.com/edi</i></p>	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.	<p>(888) 571-9054</p>	<p>AR</p>
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<p>Illinois, Oklahoma, Kansas – Mercy Co-Workers – Anthem Alliance PPO</p>	<table border="1" data-bbox="464 1209 1086 1352"> <tr> <td>Anthem Alliance PPO:</td> </tr> <tr> <td>File claims with the local Blue Cross and Blue Shield Plan in the state where services were provided.</td> </tr> </table> <p><i>Electronic Claim Submission: www.anthem.com/edi</i></p>	Anthem Alliance PPO:	File claims with the local Blue Cross and Blue Shield Plan in the state where services were provided.	<p>(888) 571-9054</p>	<p>IL OK KS</p>		
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Direct contracts in network with Mercy Managed Behavioral Health

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

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