



IMPORTANT MMBH PROVIDER NOTIFICATION

— July 2021 —

Dear MMBH Provider:

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

- InterQual Behavioral Health Criteria
- 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.

Thank you,

Scott Frederick PhD, LPC, LCSW

Executive Director
Mercy Managed Behavioral Health (MMBH)

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.



CLAIMS SUBMISSION AND PAYMENT FOR ALL MERCY MBH

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.

****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
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 & PPO	<table><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> <i>Electronic Claim Submission:</i> www.anthem.com/edi	MO ONLY: EPO & PPO Product		Anthem PO Box 105187 Atlanta, GA 30348		(888) 571-9054	MO
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Anthem PO Box 105187 Atlanta, GA 30348							
Arkansas – Mercy Co-Workers – Anthem Alliance EPO & PPO	<table><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> <i>Electronic Claim Submission:</i> www.anthem.com/edi	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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Illinois, Oklahoma, Kansas - Mercy Co-Workers – Anthem Alliance PPO	<table><tr><td colspan="2">Anthem Alliance PPO:</td></tr><tr><td colspan="2">File claims with the local Blue Cross and Blue Shield Plan in the state where services were provided.</td></tr></table> <i>Electronic Claim Submission:</i> www.anthem.com/edi	Anthem Alliance PPO:		File claims with the local Blue Cross and Blue Shield Plan in the state where services were provided.		(888) 571-9054	IL OK KS
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Direct contracts in network with Mercy Managed Behavioral Health

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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