



## Provider communication

*General information and system updates*

**September 10th, 2024**

### **Prior Authorization Requests for Members Enrolled in Multiple Lines of Business**

**Applicable to: Mercy Care Advantage, Mercy Care ACC RBHA, Mercy Care Long Term Care, Mercy Care DD, and Mercy Care DCS CHP**

#### **Prior Authorization Requests for Members Enrolled in Multiple Lines of Business**

Mercy Care members could be enrolled in multiple lines of business. It is important for Providers to verify eligibility and benefit information before requesting Prior Authorization.

The following criteria should be used when Prior Authorization is required:

- **Mercy Care Advantage (Primary) and Mercy Care Plan (Secondary):** For enrollees enrolled in both Mercy Care plans, Prior Authorization should be obtained from Mercy Care Advantage.
- **Mercy Care Advantage and Another AHCCCS Plan:** If an MCA enrollee has another AHCCCS Medicaid plan, the Prior Authorization should be obtained from Mercy Care Advantage.
- **MCA, MCP and Another Health Plan:** If an enrollee has insurance other than MCA and MCP (e.g., group health coverage), the provider is responsible for determining if the other insurance is primary over MCA. Prior Authorization should be obtained from the primary health plan.
- **MCA Benefits with Mercy Care RBHA:** For MCA members enrolled in both Mercy Care RBHA and MCA, Prior Authorization should be obtained from Mercy Care Advantage.