



Mercy Managed Care Bulletin

*****plan updates/reminders/other important information*****

Mercy Managed Care Communication Changes

Effective 4/18/22, Mercy Managed Care will no longer send PHO health plan updates (Administrative, Reimbursement, Clinical, Pharmacy and/or Authorization policy changes, and provider newsletters via email.

Instead, Mercy Managed Care will be posting these health plan updates to [Managed Care Contract News](#).

Mercy Managed Care Quarterly Bulletins

Mercy Managed Care will send quarterly bulletins via email.

Topics for quarterly bulletins may include the following:

- New contracts/products/plans
- High priority policy changes
- Link and reminder about using Managed Care Contract News for reviewing PHO health plan updates
- Reminders to commonly asked questions

Mercy Managed Care Baggot Street Restructure

The [Managed Care Baggot Street](#) site has recently been restructured. This site is the main hub for

- Managed Care Contract News Link
- PHE Documents
- Health Plan Claim Escalation Processes
- Accessing a Health Plan's Portal
- Experian Payor Alerts
- Managed Care Contact Info
- Managed Care Health Plan Contracts Listing
- Health Plan Website Links

East Region - New Cigna Connect Provider Enrollment Guidelines & Outstanding Claims Project

Mercy South providers have been experiencing Cigna Connect provider enrollment and non-PAR claims issues since early 2020. After many discussions, Mercy Managed Care has recently re-finalized Cigna Connect provider enrollment guidelines and solidified claims reprocessing projects.

- **Cigna Connect Enrollment Guidelines:** Please see attached for details on how providers are determined to be deemed as participating in the network.
- **Claims Project:**
 - DOS between 1/1/2021 – 12/31/2021: providers that follow the attached enrollment guidelines will be included on a reprocessing project, estimated time of resolution May 2022.

For questions related to specific provider load and/or claims reprocessing, please contact [Mercy MC Network Operations@Mercy.Net](mailto:Mercy_MC_Network_Operations@Mercy.Net).

Q1 Payor Contract Reminders

Reminder about health plan contract updates that went into effect during this past quarter:

- **Mercy Direct Contracts:**
 - Krey Distributing – termed effective 3/1/2022
 - Paul Mueller – termed effective 12/31/2021, moved to Meritain 1/01/2022
 - CMH Reman – termed effective 12/31/2021, moved to Valenz 1/01/2022

- **East Region - Essence:** All of Mercy East community clinics and facilities are in-network with Essence, effective 1/1/2022.
 - *REMINDER - facility based providers such as ER, Critical Care, Hospitalist and UC doctors are not enrolled at the individual level, instead these provider types are billed at the group level*

- **East Region - Cigna Medicare Product:** Mercy providers, clinics, and facilities are all in-network effective 1/1/2022

- **East Region - Cigna +Oscar Network:** Mercy providers, clinics, and facilities are all in-network effective 1/1/2022

- **East Region – Medica Marketplace Network:** Mercy providers, clinics, and facilities are all in-network effective 1/1/2022

- **North Central and NWA/Ft Smith Regions - Medica Medicare Cost Plan:** Mercy providers, clinics, and facilities are in-network effective 1/1/2022.

- **North Central Region – Medica Harmony:** Mercy providers, clinics, and facilities are in-network effective 1/1/2022

- **South Central Region – Arkansas UHC MA ACO agreement:** All of Mercy South Central community clinics and facilities are in-network with this new value-based agreement, effective 1/1/2022.

COVID-19 Update

Standard policy, procedure, and billing guidelines for contracted managed care plans' response to COVID-19 emergency are available on [Managed Care Baggot Street](#) page. The latest information includes care management exceptions and prior auth requirements as well as guidelines for providing telehealth services.

Please contact [Mercy MC Network Operations@Mercy.Net](mailto:Mercy_MC_Network_Operations@Mercy.Net) with any questions regarding this bulletin.

Mercy Managed Care Cigna Connect Provider Enrollment Guidelines

Effective 2/1/22

Physicians practicing under any of these TINs and the location falls under the Approved Zip Codes list, the physician will be approved for participation at that specific location.	
TIN	Group Name
20-1626627	Mercy Clinic Children's Surgery, LLC
20-1626965	Mercy Clinic Adult Critical Care, LLC
30-0413949	Mercy Clinic GYN Oncology, LLC
43-0980256	Mercy Hospital South
43-1708560	Mercy Clinic Children's Hospitalists - St. Louis, LLC
46-0847235	Mercy Women's Services
82-2496814	Mercy Clinic Maternal Fetal Medicine, LLC
83-3541066	Mercy Labs South
83-3654869	Mercy Clinic Illinois, LLC
90-0743550	Mercy Clinic South Hospitalists
20-1626706	Mercy Clinic Burn and Plastic Surgery, LLC
26-2572054	Mercy Clinic Palliative Care LLC
26-4186970	Mercy Clinic Pulmonology - St. Louis, LLC
26-4777940	Mercy Clinic Gastroenterology, LLC
27-2127523	Mercy Clinic Oncology, LLC
33-1123019	Mercy Clinic Urology, LLC
41-2175615	Mercy Clinic Heart and Vascular, LLC
43-0653493	Mercy Hospitals East Communities
43-1771217	Mercy Clinic East Communities
46-3705963	Mercy Clinic Pain Management
46-5332055	Mercy Hyperbaric and Wound Care, LLC
56-2595510	Mercy Clinic Cardiovascular and Thoracic Surgery, LLC
86-1176023	Mercy Clinic Neurology, LLC
26-3290360	Mercy Clinic St. Louis Cancer and Breast Institute, LLC
27-2481555	Mercy Clinic Surgical Specialists, LLC

Approved Zip Codes: 63010, 63026, 63028, 63119, 63122, 63123, 63125, 63126, 63127, 63128, 63129