Mobile application user guide

With the Mercy Care mobile application, you can get on demand access to the tools you need to stay healthy. Find a doctor, access member resources, or change your Primary Care Provider (PCP) at any time, from anywhere. It’s easy. Just download the app to your mobile device or tablet.

Mobile app features
- Find a Provider
- Change your PCP
- View your claims
- Message Member Services for questions or support
- Update your phone number, address and other member details

Download App
To get the mobile app, you can download it from Apple’s App Store or Google’s Play Store. It’s free to download. This app is available on certain devices and operating systems (OS).

To access any of the menu items, you will need to register.
- If you have registered for the Member Portal on your health plan’s website you are already registered.
- If you have not, you can register through the app.
- Just have your member ID card with you to register.

<table>
<thead>
<tr>
<th>Device</th>
<th>OS Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Apple Devices</td>
<td>7.1 and above</td>
</tr>
<tr>
<td>All Android Devices</td>
<td>4.2 and above</td>
</tr>
</tbody>
</table>
# Table of Contents

1. Splash page ................................................................. 3
2. Sign In ........................................................................ 3
3. Welcome pages ............................................................ 4
4. Menu ........................................................................... 4
5. Find a Provider ............................................................. 5
5.1 Search Results ........................................................... 5
6. My Messages ............................................................... 6
7. My Medications ........................................................... 6
7.1 My Pharmacy Claims .................................................. 6
7.2 Pharmacy Claim Results ........................................... 6
8. Member Resources ...................................................... 7
8.1 Member Handbook .................................................... 7
8.2 Evidence of Coverage ............................................... 7
8.3 Formulary ................................................................. 7
8.4 App User Guide .......................................................... 8
8.5 Health Resources ...................................................... 8
8.6 Community Resources ............................................... 8
9. My Profile ................................................................. 9
9.1 Request Profile Update ............................................... 9
9.2 Request PCP Change .................................................. 9
10. My Claims ............................................................... 10
10.1 Claims Results ......................................................... 10
11. About Us ............................................................... 11
12. Log Out ................................................................. 11
1. Splash page

2. Sign in

If you have already registered for the secure member portal on the health plan website, enter your user name and password that you use for the secure member portal.

If you have not registered yet, you will need to create an account. You will need your member ID number, last name, date of birth and ZIP code to register.
3. Welcome pages

4. Menu
5. Find a Provider

We work with a large network of providers. Our strong provider partnerships ensure delivery of quality, coordinated health care for our members.

Find a health care provider covered under your health plan:
- Mercy Care Plan/Mercy Care Plan Long Term Care
- Mercy Care Advantage
- Find a Dentist

5.1 Search Results

Provider Search Results

Start a new search

Bielli, James, LISAC
Lic Indep Substance Abuse Couns (Lisac)
1209 S 1St Ave
Phoenix, AZ 85003
Office: (602) 258-6797
Ages Served 18 - 125
6. My Messages

7. My Medications

7.1 My Pharmacy Claims

7.2 Pharm. Claim Results
8. Member Resources

8.1 Member Handbook

Your needs are our top priority
Mercy Care
7 a.m. - 6 p.m. Mon - Fri
602-263-3000, 1-800-674-3879 (toll free), TTY 711

Mercy Care Advantage
8:00 a.m. - 8:00 p.m., 7 days a week
602-263-3000, 1-800-674-3879 (toll free), TTY 711

Notice of Non-Discrimination for Mercy Care

Notice of Non-Discrimination for Mercy Care Advantage

Member handbooks
Evidence of Coverage
Formulary
Application user guide
Health resources
Community resources

8.2 Evidence of Coverage

8.3 Formulary

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8.4 App User Guide

**Your needs are our top priority**

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[Notice of Non-Discrimination for Mercy Care](#)

[Notice of Non-Discrimination for Mercy Care Advantage](#)

- Member handbooks
- Evidence of Coverage
- Formulary
- Application user guide
- Health resources
- Community resources

**How to use** this Mercy Care app.

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8.5 Health Resources

**Your needs are our top priority**

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- Member handbooks
- Evidence of Coverage
- Formulary
- Application user guide
- Health resources

**Medline Plus** is the National Institutes of Health's website for patients and their families and friends. It's produced by the National Library of Medicine. You'll get the health information you need to make the best choices.

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8.6 Community Resources

**Your needs are our top priority**

*Mercy Care*

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- Member handbooks
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- Health resources
- Community resources

Get information about local programs. [Aunt Bertha](#) makes it easy to get the help you need.
9. My Profile

9.1 Request Profile Update

Member Profile

Member ID: [Redacted]
First Name: [Redacted]
Last Name: [Redacted]
Street Address: 123 Main St, Phoenix, AZ
City: Phoenix
State: AZ
ZIP Code: 85031
Email ID: [Redacted]
Date of Birth: [Redacted]
Cell Phone: [Redacted]

Edit

Eligibility Information

Benefit: Mercy Care Advantage, Member ID: [Redacted], Status: Active
Please contact member services for eligibility details.

Wellness Alerts:

9.2 Request PCP Change

Change Primary Care Physician

From: [Redacted]
Category: General
Subject: Change Primary Care Physician
Message:
If you have an address change, please contact the office where you applied for Medicaid benefits. Remember to list your phone number so we may call you with any questions. You can contact Member Services at the number on your ID card for assistance.

Send
Reset Form
10. My Claims

Enter your claim type, claim status and your beginning and ending service dates.

Enter dates as: mm/dd/yyyy.
Then hit **Search** button.

10.1 Claims Results

Claim - Search Results (3)

Claim ID: [redacted], Provider Name: CHASE HEALTH CARE, Claim Status: PAID, Total Billed Amount: $450.00, Total Paid: $110.54

View Details

Claim ID: [redacted], Provider Name: CHASE HEALTH CARE, Claim Status: PAID, Total Billed Amount: $47.00, Total Paid: $0.00

View Details
11. About Us

Mercy Care is a not-for-profit health plan offering integrated care to children, adults and seniors eligible for AHCCCS benefits. Our broad network of providers offers services and supports for members with:

- Physical and general mental health and substance use concerns (Mercy Care Complete Care)
- Long Term Care (ALTCS)
- Developmental/cognitive disabilities (DD)
- Medicare and Medicaid (Mercy Care Advantage)
- Serious mental illness (Mercy Care RBHA)

Mercy Care has been serving Medicaid members across Arizona since 1985

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12. Log Out

In the menu, when you are done making changes, sending requests or viewing claims ALWAYS remember to hit Log Out.