



mercy care
advantage
HMO SNP

Fall/Winter 2021

Spotlight



Important 2022 Mercy Care Advantage information

Effective January 1, 2022, the Mercy Care Advantage (MCA) supplemental benefits and formulary are changing. The formulary changes include drugs being removed and new drugs being added to the formulary. Some drugs will require prior authorization before being covered and there will be quantity limits added or changed for certain drugs. If you are currently taking medications, please review the 2022 MCA formulary before January 1, 2022 to find out if any of your drugs may be affected by a change. If any of your drug(s) are affected, please contact your doctor right away to discuss. Your doctor can help decide if you may be able to use another drug on our formulary to treat your medical condition or can ask the plan to make an exception for you to remain on your current drug if medically necessary. The 2022 Mercy Care Advantage formulary is available for review on our website at www.MercyCareAZ.org. You may also request to have a copy of the formulary mailed to you. Please contact Member Services at **1-877-436-5288**, (TTY **711**) if you have questions about the 2022 MCA formulary and supplemental benefit changes.

We're here to help!

Mercy Care Advantage (HMO SNP) Member Services is available to assist you 8:00 a.m. – 8:00 p.m., 7 days a week. Member Services can help you with questions about your Mercy Care Advantage plan benefits and how to access covered services. They can also assist in finding network providers and pharmacies near you. Call us at **602-586-1730** or **1-877-436-5288** (TTY **711**). You can get information about Mercy Care Advantage on our website, www.MercyCareAZ.org.

Language and interpretation services

Mercy Care Advantage can help arrange interpreter services for your health care visits at no cost to you. If you need an interpreter who speaks your language or a sign language interpreter because you are deaf or have difficulty hearing, please call Member Services to schedule an interpreter at **602-586-1730** or **1-877-436-5288** (TTY **711**).

The flu season is here again – how to protect yourself

Like we see with COVID, viruses can change. The same thing happens with the flu. That means every season we need to be on guard. If you are 65 years and older or have a chronic condition you are at greater risk for getting very ill from the flu and possibly needing a hospital stay.

Some things you can do to protect yourself:

- Getting the flu shot every year is the best way to avoid getting the flu
- Avoid close contact with people who are sick
- Wash your hands often using soap and water
- Avoid touching your eyes, nose, or mouth
- Get plenty of sleep, eat a balanced diet, and stay active

Source: CDC

<https://www.cdc.gov/flu/season/faq-flu-season-2020-2021.htm>

<https://www.cdc.gov/flu/highrisk/65over.htm>



Important immunization information

Your Mercy Care Advantage plan includes coverage for immunizations covered by Medicare Part B, such as the Flu, Pneumonia, Hepatitis B, and COVID-19 vaccines. These vaccines are covered for a \$0 copay.

Also included is coverage for vaccines covered under Medicare Part D, such as Hepatitis A, Shingles, Meningococcal, Measles, Mumps, Rubella (MMR), Tdap (Tetanus, Diphtheria, Pertussis). The applicable Part D copay applies to these vaccines. The Mercy Care Advantage pharmacy network includes participating retail pharmacies that carry and can administer these vaccines, so talk to your primary care physician about which vaccines you may need.

Find out about Medicare benefit or service changes

The Centers for Medicare and Medicaid Services (CMS) sometimes makes changes to benefits or services covered by Original Medicare. These changes are called National Coverage Determinations (NCDs). You can find the latest information about these changes by going to our website at www.MercyCareAZ.org. You can also call us at **602-586-1730** or **1-877-436-5288** (TTY **711**), 8:00 a.m. – 8:00 p.m., 7 days a week.

Model of Care Evaluation

As a Dual-Eligible Special Needs Plan (D-SNP), we are required to have a Model of Care. To obtain details related to the latest Model of Care evaluation, please visit www.MercyCareAZ.org.

This information is not a complete description of benefits. Contact the plan for more information. You must receive all routine care from plan providers. This is general health information and is not meant to replace care or advice you get from your doctor. Always ask your doctor or other health care provider for information about your own health care needs.