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
• View your claims
• Access valuable member resources
• 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>
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<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>
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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

5.1 Search Results
6. My Medications

6.1 My Pharmacy Claims

6.2 Pharm. Claim Results
7. Member Resources

7.1 Member Handbook

Your needs are our top priority
Mercy Maricopa Member Services
602-586-1841, 1-800-564-5465 (toll-free), hearing impaired TTY/TDD 711, 24 hours a day/7 days a week.
Notice of Non-Discrimination

Member handbook
Application user guide
Health resources

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7.2 App User Guide

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How to use this Mercy Maricopa app.
Cómo utilizar esta aplicación Mercy Maricopa.

7.3 Health Resources

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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 in language you can understand. This service is reliable, up-to-date — and free!

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8. My Profile

9. 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.
11. Log Out

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