On July 1, 2018, Mercy Care Plan and Mercy Maricopa Integrated Care will become one company. Our new name will be Mercy Care. We’re also going to have a new logo and a new website.

But not everything is changing.

Our members, you, will still be at the center of everything we do. We’re going to be just as committed to making sure you have great, quality care. We’ll also ensure you and your families of choice continue to have the services and supports you need on your recovery journey.

Your benefits are not changing. Your clinical teams, doctors and other providers are not changing.

Why we’re merging

You might know that Mercy Care Plan is an acute care health plan. That means that it mostly provides physical health care services to its members. Also, Mercy Care Plan is part owner of Mercy Maricopa.

Mercy Care Plan has been serving Arizona for 33 years. It’s a name that people know and trust. Mercy Maricopa is a behavioral health plan. We mostly provide mental health, substance use and crisis services to members. The exception is that Mercy Maricopa members with a serious mental illness (SMI) designation get integrated (physical and behavioral health) care.

Integrated care means that a member needs only one health plan to get care for their mind and body.

Continued on page 2

Opioid fight is personal for Mercy’s new clinical operations administrator

My name is Kelli DonleyWilliams. I work for Mercy Maricopa’s Systems of Care in clinical operations. Before joining Mercy Maricopa, I worked for five years with the State of Arizona in behavioral health. Now, I’m happy to be a part of the Mercy team.

Part of what we do in clinical operations is oversee federal and state dollars used to treat substance use disorders. It’s an important responsibility.

I’ve lost two close family members to opioid overdoses. This work is intensely personal.

The Centers for Disease and Prevention (CDC) said that there was a 30 percent increase in opioid-related overdoses last year. In Arizona, Gov. Doug Ducey has made the opioid crisis a public health priority.

Overdoses in Arizona are now tracked in real time. State officials are also tracking the use of Naloxone. That’s a drug that, if it’s given quickly enough, can stop someone from dying of an opioid overdose.

In January, Gov. Ducey set aside $10 million for substance use treatment. The money is for helping people who don’t have health insurance. It can also help those who have health insurance that doesn’t pay for the treatment they need.

State leaders gave us $1 million of that money to extend our work in Maricopa County. We have 21 community providers who work daily to reach out to those who need treatment for substance use disorders. This treatment includes medication-assisted treatment (MAT) and residential detox programs.

Treatment is vital. But to see real change in the opioid crisis, we need to go beyond just treatment.

Continued on page 2

Mercy Maricopa Member Services: We’re here for you

Sometimes you need help, but aren’t sure where to turn. Maybe you’re not sure if you can get the help you need. You might need help finding the right care or service during a difficult time. Or, you may need help rescheduling a doctor’s visit.

Calling Mercy Maricopa Member Services is a good place to start. You can call Mercy Maricopa Member Services at 602-585-1841 or 1-800-631-1314 (TTY/TDD 711).

We are available 24 hours a day, 7 days a week.

We can help you get connected to care. We can also help you with:

• Benefit inquiries
• General mental health/substance abuse (GMH/SA) services
• Getting behavioral health care for a child/adolescent
• Getting behavioral health care or other assistance for children in out-of-home placement or adopted
• Getting a SMI evaluation
• SMI clinic assignment inquiries
• Behavioral health clinic transfer requests
• Getting connected to the Crisis Response Network
• Petition requests
• Eligibility questions
• Pharmacy issue inquiries
• Inter-RBHA transfer questions
• Prior authorization questions
• Complaints
• Grievance and Appeals
• Community resources
• Member handbook requests
• Resource guides
• Reimbursement inquiries
• PCP/Specialist change (SMI members only)
• ID replacement card (SMI members only)
• Getting a ride (SMI members only)
• Housing inquiries (SMI members only)

Continued on page 2

Rehabilitation specialists make a huge difference

Almost seven years ago, Paul Eluk Udoh filled out a job application and dropped it off at ProEm. With help from a rehabilitation specialist on his clinical team, he ended up getting the job. He first worked in guest services for the Phoenix-based company that provides staff and equipment for special events.

About a year later, a rehabilitation specialist took him to a job fair at the University of Phoenix Stadium. That’s when he landed a second job. This one was with Pride Group, also a special events company. There, he started off as a parking attendant.

In both cases, the rehabilitation specialists helped Paul start on a path to successful employment. And Paul just kept moving further and further ahead.

Paul got certified as a security guard. He started working security for both companies. And, that meant an increase in his hourly wage.

But Paul didn’t stop there.

While he was working for ProEm and Pride Group, he was taking classes at University of Phoenix. He earned his bachelor’s degree in Global Management in November 2016. Now, he’s planning to graduate with a master’s degree in Business Administration in July.

The jobs at ProEm and Pride Group gave him the flexibility he’s needed to attend school.

Paul said that what he likes best about his jobs at ProEm and Pride Group is: “I get to meet new people and travel around Phoenix and surrounding cities.”

Once he completes his master’s degree, Paul plans on getting a job in the banking industry.

Continued on page 2
HIV testing

Get tested for infections
Pregnant women should get tested for infections. These infections include sexually transmitted infections (STIs) and HIV (the virus that causes AIDS). STIs can affect your growing baby and your health.

These infections can complicate your pregnancy. The results may be serious for you and your baby. All women who are pregnant or who are planning to get pregnant should get tested for STI and HIV as soon as possible. The earlier HIV is diagnosed and treated, the better medicines work to keep the baby from getting the disease.

Mercy Maricopa offers private, voluntary STI and HIV/AIDS testing and treatment for all members. You can get tested at any time and at no cost. Ask your doctor about how to get tested. Counseling is available for members who test positive.

We're here to help
If you have any questions, or want to get tested, you can call Mercy Maricopa Member Services at 602-586-1841 or 1-800-564-5465. (TTY/TDD) 711. We’re available 24/7. You can also visit www.mercymaricopa.org.

Being active is important to staying healthy
An active lifestyle keeps you feeling good. It also can help keep your blood pressure, blood sugar and cholesterol under control.

Stay active
Physical activity is anything that gets your body moving. The key to staying active is doing things that you enjoy and changing your exercise routines to keep from getting bored. Being active can improve your strength and make it easier for you to move around.

It can also help you manage your A1C, which is your average blood sugar levels over two or three months. Finally, exercise can also help improve your mood when done regularly.

Get started
It's okay to start slow. Walking is a good way to get your body moving. Talk to your doctor before starting any exercise program.

People with diabetes can have feet and heart problems. Your doctor may want to do a checkup on you before you start a fitness program. This may include checking your glucose levels, your heart and your feet. This will help you and your doctor come up with an exercise plan that is best for you.

Your health is important to us
We're here to answer your questions and connect you to care. Mercy Maricopa Member Services is available 24 hours a day, 7 days a week. You can call us at 602-586-1841 or 1-800-564-5465. (TTY/TDD) 711.

Keep your eyes healthy
Taking care of your eyes is important for everyone.

This is especially important when you have diabetes. People with diabetes can help keep their eyes healthy by getting a dilated retinal eye exam one time every year.

What is a dilated retinal eye exam?
Some people have eye disease but there are no signs. Damage to the blood vessels in your eyes (called diabetic retinopathy) can cause vision loss. This type of exam helps find problems that can cause vision loss if not treated. This exam is different from a routine eye exam for glasses. During this exam, the eye care provider will use special tests to look at the blood vessels in your eyes. When retinopathy is found early, laser treatment can help keep you from losing your vision. If it’s not treated, retinopathy can cause blindness.

What can I do to avoid eye problems caused by diabetes?
• Keep your blood glucose (sugar), blood pressure and cholesterol close to normal.
• Have an eye care professional examine your eyes once a year.

If your vision changes, you should see your doctor right away.

Will the exam hurt?
The eye exam is not painful. Your eyes may be sensitive to light after the test. Bring sunglasses to wear for a short while after the exam.

Connecting you to care
Your health is important to us. We can help you find an eye doctor near you. We can also help you schedule an appointment and find a ride. Call us at 602-586-1841 or 1-800-564-5465. (TTY/TDD) 711.

New name, new logo. Same great care
Continued from page 1
State health officials want all of the Medicaid health plans to provide integrated care. That's why they came up with Arizona Health Care Cost Containment System (AHCCCS) Complete Care. That health plan starts on October 1.

That's why it makes perfect sense for Mercy Care Plan and Mercy Maricopa to come together: We already offer both services. We all work together in the same building. And, our companies are already connected.

We're stronger together.

More information is coming
All of our members are going to get more information in the coming months. We'll make sure that you have all the latest details.

And, if you have any questions or concerns once these changes start happening, don't worry. We'll be right here to offer support.

You can always call our member services team at 602-586-1841 or toll-free 1-800-564-5465. (TTY/TDD) 711. We’re available 24/7.

Opioid fight is personal for Mercy's new clinical operations administrator
Continued from page 1
We must take a look at why our community is going through this crisis. It's easy to blame big pharmacy companies or "pill mills." Or, to blame the terrifying cartels south of the border who have perfected their own breed of heroin-producing poppy flower. It’s harder to look inward and try to resolve the trauma that made our county, state and nation susceptible to this threat.

I don't have the answers, but I do know we need to get creative in our outreach methods. We need to eliminate stigma so people feel like they can ask for help. We need to keep working together.

Our clinical operations team, Adonis Deniz and Devonne Like, are smart, hardworking and passionate. You'll see them at community forums. They'll be attending substance abuse coalitions. They also work with providers. Hopefully, all of us together, we can make real strides in Maricopa County toward ending this devastating epidemic.

I welcome your thoughts. Feel free to email me: williamsk29@mercymaricopa.org

Mercy Maricopa Integrated Care
4350 E. Cotton Center Blvd., Bldg. D, Phoenix, AZ 85040
1-800-564-5465; (TTY/TDD) 711 | www.mercymaricopa.org
www.facebook.com/mercymaricopa
www.twitter.com/mercymaricopa (@mercymaricopa)

Contract services are funded in part under contract with the State of Arizona.

Health briefs
Chronic illnesses are preventable health problems. These unhealthy behaviors can cause chronic illness:
• Lack of activity
• Poor Nutrition
• Smoking
• Drinking large amounts of alcohol

You can lower your risk of chronic illness by:
• Increasing exercise
• Eating healthy
• Quitting smoking
• Limiting alcohol

Keep the flu away
The flu vaccine will keep you healthy. It will help avoid doctor's visits, missed work and school and hospitalizations.

It’s easy to get your flu vaccine at no cost today.
• You can find a pharmacy near you that will provide the vaccine at: https://www.mercymaricopa.org/find-pharmacy. There’s usually no appointment needed.
• And, most places reward you with a shopping discount.
• Or, you can visit your primary care doctor to get the vaccine.
• You can also call Member Services at 602-586-1841 or toll-free 1-800-564-5465. (TTY/TDD) 711. They’re available 24/7 to help connect you to the care you need.

Visit your dentist twice a year
Go to the dentist to get started on good oral health.

Mercy Maricopa covers two visits a year at no cost for members 18–20 years old.
You don't need a referral. The second covered visit must occur at least six months and one day after your first visit.

Continued on page 4
Supportive housing and employment services work!

Tyrese was in his early 20’s. He was working as a bartender. Then, he began hearing voices in his head. His anxiety was unbearable.

It wasn’t long before he found himself without a job. He ended up living on the streets for more than a year. Then, he had a run-in with police. That’s when he was referred to Mercy Maricopa.

We connected him to our providers. He got the mental health services he needed. He got permanent supportive housing. That meant a place to live and the supportive services he needed to stay in his home. He also got supported employment services. And, a peer support specialist who helped him along the way.

He was successful.

He went on to become a peer support specialist himself. Today, Tyrese is living his lifelong dream, traveling the world as a minister.

It’s just one example of how integrated health care works.

It’s vital to support people with a serious mental illness (SMI) designation with more than just mental health services. Providing stable housing and employment support makes a big difference in their health and path to recovery.

Tyrese’s story is part of a report by the objective research organization, NORC at the University of Chicago. They researched the supportive services that Mercy Maricopa provides to its SMI members.

The results showed that people getting supportive services really improved their health and well being. And, it cost less to get them physical and mental health care services.

When members living with an SMI get increased social support, they can focus more on their health care. So, they see their primary care doctors on a regular basis. That keeps them out of more expensive emergency rooms and inpatient settings.

Do you have Medicare and Medicaid?

You’ll need to join a Medicare Prescription Drug Plan (Part D) for Medicare to pay for your drugs.

In most cases, you’ll pay a small amount for your covered drugs. If you have full coverage from Medicaid and live in a nursing home, you pay nothing for covered prescription drugs.

If you have full coverage from Medicaid and live in an assisted living or adult living facility, or a residential home, you’ll pay a small copayment for each drug.

If you don’t join a drug plan, Medicare will enroll you in one to make sure you don’t miss a day of coverage. If you decide you want another plan, you can switch to another plan at any time.

There are two ways to get drug coverage

You can sign up for:

• Medicare Prescription Drug Plan (Part D)
• Medicare Advantage Plan (Part C) or other Medicare health plan that offers Medicare prescription drug coverage.

You get all of your Medicare Part A (Hospital Insurance) and Medicare Part B (Medical Insurance) coverage, and prescription drug coverage (Part D), through these plans. You must have Part A and Part B to join a Medicare Advantage Plan.

How to join a drug plan

Once you choose a Medicare drug plan, here’s how you may be able to join:

• Enroll on the Medicare Plan Finder (https://www.medicare.gov/find-a-plan) or on the plan’s website
• Complete a paper enrollment form
• Call the plan
• Call Medicare at 1-800-MEDICARE (1-800-633-4227)

When you join a Medicare drug plan, you’ll give your Medicare Number and the date your Part A and/or Part B coverage started. This information is on your Medicare card.

Some Facts from the NORC study:

Health care costs for members getting Supportive Housing services went down 24 percent after they signed up for services.

Members in the Scattered Site Housing program had average health care costs of about $20,000 per member per quarter. That was before they joined the supportive housing program. After they enrolled, members’ overall costs dropped by $4,623 per member, per quarter.

They also saw other decreases:

• A 23 percent decrease in going to get behavioral health services
• A 46 percent drop in behavioral health facilities costs
• A 20 percent decrease in psychiatric hospitalization

You can read more examples of how integrated care and supportive services work.

Just go to our website at www.mercymaricopa.org. The full article is posted under our News section.

Mercy Maricopa provides suicide-alertness training to Arizona chefs

You don’t really expect to see chefs taking suicide awareness training. It’s seems like it’s more for teachers, coaches and school nurses. And public safety workers like police and firefighters.

But chefs? Yes. The training is for everyone. And one Valley cooking school has already done it.

The Arizona Culinary Institute in Scottsdale wants to support veterans going to the school. That’s why Chef Christopher Wolf signed up his team of teachers to get training.

It’s called safeTALK training.

safeTALK is a half-day workshop for anyone over the age of 15. It helps them become a suicide-alert helper.

safeTALK shows people how to identify when someone is thinking about suicide. It shows them how to ask that person directly about suicide. And, it teaches them ways to connect a person with help.

Wolf wanted his instructors to know these things. This is because he knows about the high rate of suicide among veterans.

The 2016 suicide rate in Arizona among veterans was 74.9 per 100,000 population. For non-veterans, it was 21.8 per 100,000 population.

Suicide rates were highest among veteran males (80.7 per 100,000). That’s more than twice the rate for non-veteran males (34.1 per 100,000).

Veteran females also have a much higher risk for suicide (25.5 per 100,000).

The suicide rate for non-veteran females is 11.2 per 100,000.


We sponsor these training sessions because we want to prevent and reduce suicides. We want to create suicide-safer places to live. Those are places where people with thoughts of suicide feel safe to talk openly about it and can get the help and support they need.

Heather Brown, Mercy’s Prevention Administrator, presented the safeTALK training in March at the Arizona Culinary Institute. Layla Bishop, a trainer from Touchstone Behavioral Health, worked with her.

“It’s everyone’s responsibility to be alert to persons who might be thinking about suicide,” Brown said. “Having thoughts of suicide is much more common than most people realize, and affects about 5 percent (1 in 20 people) of our communities.”

Anyone experiencing a behavioral health crisis can call:

• Behavioral Health Crisis Line: 602-222-9444 (800-631-1314), 24/7
• Be Connected 24/7 Support Line: 1-866-4AZVETS (866-429-8387)

Have a complaint? Grievance?

If you’re not happy with your care or services, just call the Mercy Maricopa Grievance and Appeals Department at 602-586-1719 or toll free at 1-866-386-5794.

You can go to www.mercymaricopa.org/members/member/complaints to learn more about complaints and grievances.

What is a complaint?

A complaint is when you tell us that you are not happy with any or all of your care. A complaint can be concerns about the kind of care you are getting, concerns about how your doctor or their staff treat you, and lack of respect for your rights.

What is a grievance?

Members with a serious mental illness (SMI) determination can file a grievance or request for investigation. You can request an investigation if your SMI rights have not been respected. If you are not satisfied with the amount or type of services you’re receiving, you can file an SMI appeal.

You can contact us

Just call the Mercy Maricopa Grievance and Appeals Department at 602-586-1719 or toll free at 1-866-386-5794.
Some of these are:

- Poor dental health can cause health problems.
- Dental services for members 21 years and older aren’t covered. However, we do cover medical and surgical services performed by a physician or dentist.
- If you’re pregnant, poor oral health may cause your baby to be premature and have a lower birth weight.

Your dental home is as important as your medical home. A dental home creates an ongoing relationship with you and your dentist. A dental home delivers care in a family-centered way. Care is ongoing and you can get care from anywhere in our network.

Dental services for members 21 years and older aren’t covered. However, we do cover medical and surgical services performed by a physician or dentist.

We would like to help you find your dental home. We can help you schedule appointments with your dental home. We can also arrange a ride to your appointment. You can call Colleen McGregor, Mercy OIA Administrator at 602-414-7023 or C: 480-356-9970.

Dental services for members 21 years and older aren’t covered. However, we do cover medical and surgical services performed by a physician or dentist.

Vera Kramarchuk, Ombudsman at 602-414-7626 or C: 480-404-3417.

Vera works across all departments to advocate for members, family members, and anyone who needs help. She helps direct resources.

Dawn McNichol, Community Advocacy & Resources Coordinator at 602-414-7312 or C: 480-467-0545.

Dawn works with clinics, providers, members and family members to create clinic advisory councils and engage and support members and family members.

You can also email the OIA team at oifateam@mercymaricopa.org.

### Events calendar

**Spring 2018**

**MAY**

- **Adult Care Community Forum**
  - Get the latest news about Mercy Maricopa programs and services. No cost to attend. We’ll have Spanish language interpretation. Light meal served. Valley Metro bus route 16.
  - Wednesday, May 2
  - 6 to 8 p.m.
  - Ri International
  - 2701 N. 16th St., Ste. A 119, Phoenix

- **Special Olympics Arizona - 2018 Summer Games**
  - Special Olympics Arizona’s 2018 State Summer Games. Athletes will compete in track and field, volleyball, and powerlifting. Health screenings at the Healthy Athletes Village. To get more info, register or volunteer, check out www.specialolympicsarizona.org/events/2018-summer-games.
  - Friday, May 4
  - Saturday, May 5
  - 7:30 a.m. - 5 p.m.
  - Raymond S. Kells High School
  - 6900 W. Orangewood Ave., Glendale

- **Welcome to Mercy: An SMI orientation**
  - An intro into Mercy Maricopa’s network of care and services available to those registered with Mercy Maricopa. Free to attend. Light meal served. Spanish-language interpretation is available.
  - Tuesday, May 29
  - 4 to 6 p.m.
  - Assurance Health & Wellness Center
  - 1515 E. Osborn Rd., Phoenix

- **Child and Family Advisory Partnership (CFAP)**
  - Community Forum
  - Get connected to the support you need to raise a child with emotional, physical and/or behavioral health needs. Dinner, Spanish-language interpretation and child watch provided. No cost to attend.
  - Wednesday, May 30
  - 5:30 to 7:30 p.m.
  - Family Involvement Center
  - 5333 N. 7th St., Ste. A 100, Phoenix
  - Valley Metro bus route 7

- **Welcome to Mercy: A GMH/SA orientation**
  - An intro into Mercy Maricopa’s network of behavioral health and substance abuse services available to those registered with Mercy Maricopa. No cost to attend. Light meal served.
  - Wednesday, May 30
  - 5:30 to 7:30 p.m.
  - Family Involvement Center
  - 5333 N. 7th St., Ste. A 100, Phoenix
  - Valley Metro bus route 7

- **Recovery Empowerment Network**
  - An intro into Mercy Maricopa’s network of behavioral health and substance abuse services available to those registered with Mercy Maricopa. Free to attend. Light meal served. Spanish-language interpretation is available.
  - Tuesday, July 18
  - 11 a.m. - 1 p.m.
  - Recovery Empowerment Network
  - 212 E. Osborn Rd., Phoenix

**JUNE**

- **Adult Community Care Forum**
  - Get the latest news about Mercy Maricopa programs and services. No cost to attend. We’ll have Spanish language onsite. Light meal served.
  - Valley Metro bus route 16.
  - Wednesday, June 6
  - 6 to 8 p.m.
  - Ri International
  - 2701 N. 16th St., Ste. A 119, Phoenix

- **Health Briefs**

- **Poor dental health can cause health problems.**
  - Some of these are:
  - Cavities (decay) and gum disease can lead to illnesses such as heart disease or diabetes.
  - Gum disease can cause tooth loss, and can affect your ability to eat and speak.
  - If you’re pregnant, poor oral health may cause your baby to be premature and underweight.

- **To prevent tooth decay:**
  - Brush your teeth at least twice a day with toothpaste that has fluoride.
  - Clean between your teeth daily with dental floss.
  - Eat nutritious and balanced meals.
  - Drink fluoridated water.
  - Visit your dentist regularly for cleanings and an oral exam.

- **Your dental home**
  - Your dental home is as important as your medical home. Your dental home creates an ongoing relationship with you and your dentist. A dental home can take care of all of your dental needs. A dental home delivers care in a family-centered way. Care is always available to you.

### Health briefs

Continued from page 2

We would like to help you find your dental home. We can help you schedule an appointment. We can also arrange a ride to your appointment. You can call Colleen McGregor, Mercy OIA Administrator at 602-586-1841 or 1-800-564-5465; (TTY/TDD) 711.

Dental services for members 21 years and older aren’t covered. However, we do cover medical and surgical services provided by a physician or dentist.

Poor dental health can cause health problems.

Some of these are:
- Cavities (decay) and gum disease can lead to illnesses such as heart disease or diabetes.
- Gum disease can cause tooth loss, and can affect your ability to eat and speak.
- If you’re pregnant, poor oral health may cause your baby to be premature and underweight.

To prevent tooth decay:
- Brush your teeth at least twice a day with toothpaste that has fluoride.
- Clean between your teeth daily with dental floss.
- Eat nutritious and balanced meals.
- Drink fluoridated water.
- Visit your dentist regularly for cleanings and an oral exam.

Your dental home

Your dental home is as important as your medical home. A dental home creates an ongoing relationship with you and your dentist. A dental home can take care of all of your dental needs. A dental home delivers care in a family-centered way. Care is always available to you.

Dental visits may include:
- X-rays
- Fillings
- Cleanings
- Application of topical fluorides