

# Spotlight

## Meet your Mercy Care Advantage concierge team

Our Concierge team is small but mighty and they may have even called you recently. The Mercy Care Concierge team (MCT), led by Jeff Collins, uses an outbound call system to support their mission of enhancing the overall member experience. The outbound call campaigns are designed to support CAHPS improvement, member retention, and improvement in all other STAR measures. The MCT primary focus is to improve customer experiences and champion quality, in addition to growth and retention. **Let's meet the two power members of the team!**



**Tina Gonzales**  
Since February 2023

**What is a typical workday like?** A normal day is looking up members in the system and finding out a little about them before I call them. Then I try calling the member to go over the campaign information. We have different campaigns throughout the year, such as: Medication Adherence, HRA, CAHPS Survey, Voluntary Disenrollment, HealthMine Registration, Rewards redemption, Free Thrive Phones, and Formulary Changes.

**What do you like best about your job?** The best part about my job is knowing that I've helped our members understand all of their benefits and letting them know they earn rewards for just going to see their doctor. Hearing the joy in their voices, knowing how happy that makes them.

**What is the highest number of members you've spoken with in one day?** I've made outreaches to around 30-35 members in a day. But I think, I've talked to around 15-20 members, Power of Attorney, or Legal Guardians.



**LaRetha Taylor**  
Since March 2024

**What is a typical workday like?** My start time is 8:00 a.m. My morning tasks: Check and respond to emails, complete trainings as needed and begin outreach to members as part of ongoing campaigns. Then I start outreach calls at 9:00 a.m. Our current focus is the reward redemption outreach campaign. My primary mission is to support Consumer Assessment of Healthcare Providers and Systems (CAHPS) improvement, retention initiatives, and enhancements for other STARS measures. I also encourage members to register for the Mercy Care Health Assistant program and redeem rewards for completing healthy activities. I explain MCA supplemental benefits and Thrive Mobile registration. While on the phone I also address open gaps in care and medication refills, if applicable.

**What do you like best about your job?** First, I must say I have a phenomenal team that I enjoy being a part of. My job gives me so much joy and appreciation to be able to connect with our members by building trust with them. Each member has a story and if we just take the time to listen to them, you can learn so much from them. Being empathetic, compassionate and understanding is what is necessary to connect with our members.

**What is the highest number of members you've spoken with in one day?** I estimate I've spoken to around 20 people in one day.

## Simple ways to manage diabetes

You can live a healthy life with diabetes – and you don't have to do it alone. If you have diabetes or want to avoid it, help is available. Your care team may include a doctor, a pharmacist, and diabetes coach. These people can work with you to make a plan that fits your life and helps you feel your best.

### Know the signs of diabetes

Early detection is key. Watch for these common symptoms:

- Urinating a lot
- Losing weight even though you're eating more
- Feeling thirsty, hungry, or tired all the time
- Blurry eyesight
- Cuts or bruises that heal slowly
- Tingling or numbness in your hands or feet

### Recommended screenings

Regular checkups help catch problems early and keep you on track.

#### Once a year:

- Cholesterol and triglycerides – Checks fat levels in your blood
- Dilated eye exam – Detects early signs of diabetic eye disease
- Kidney function evaluation – Test to show how well your kidneys are working

#### Twice a year:

- A1C blood test – Measures your average blood sugar level over 2-3 months

**Take charge of your health – with the right help, you can live a full and active life.**

## Have you been screened for colorectal cancer?

We want to be sure you are getting the preventive care that you need. Colorectal cancer screenings typically start at age 45. Your risk of colon cancer increases with age. You can reduce your risk by getting regular screenings, which can find colon cancer when it's small and treatable.

**If you get colorectal cancer testing done by December 31, 2025, you will get a \$30 gift card.**

Once you get your test, visit [mercyar.es/healthasst](https://mercyar.es/healthasst) to let us know, and claim your reward. You can also explore more ways to earn rewards.

There are different types of colorectal cancer screenings. Talk with your doctor to find the right one for you. It might just save your life!

## RECIPE CORNER



### Creamy homemade tomato soup with grilled cheese<sup>1</sup>

#### Ingredients

- 1 cup tomato soup (homemade using tomato puree and fresh diced plum tomatoes)
- 1-2 slices soft whole wheat bread
- 1/4 cup shredded cheddar cheese
- Butter for spreading

#### Instructions

1. Heat the tomato soup in a saucepan over medium heat until warmed through.
2. Meanwhile, spread butter on one side of each slice of bread.
3. Place the bread slices butter-side down in a pan over medium heat.
4. Sprinkle shredded cheddar cheese evenly over one slice of bread.
5. Once the cheese starts to melt and the bread is golden brown, place the other slice of bread on top to make a sandwich.
6. Cook until the cheese is completely melted and the bread is toasted lightly on both sides.
7. Cut the grilled cheese sandwich into small bite-sized pieces and serve with the warm tomato soup.

#### Pros

Homemade tomato soup provides vitamins and antioxidants.

Grilled cheese offers protein and calcium. The soft texture is easy to eat for seniors.

#### Cons

Some store-bought ingredients may be high in sodium.

<sup>1</sup><https://1stfocuscare.co.uk/20-healthy-meals-for-seniors-that-are-easy-to-eat-and-digest/>

**Did you know?** You can get rewards when you take care of your health. We'll show you steps you can take for better health. The more you do, the more you'll earn. Get started at **mercycarehealthassistant.healthmine.com/login**.



## Why having a healthcare power of attorney matters

Planning for the future is one of the best ways to take care of yourself and your loved ones. A healthcare power of attorney (HPOA) is a simple document that can make a big difference if you ever face a medical emergency.

A healthcare power of attorney lets you choose a trusted person – such as a spouse, family member, or close friend – to make healthcare decisions for you if you are unable to speak for yourself. This ensures your wishes are followed and helps your loved ones avoid confusion or difficult disagreements during stressful times.

Even if you're healthy today, unexpected situations can happen. Having a healthcare power of attorney in place gives you peace of mind, knowing that someone who understands your preferences is ready to act on your behalf.

Taking this step is an important part of protecting your health, your independence, and your family's well-being. You can either mail or fax a copy of your HPOA to Mercy Care/Mercy Care Advantage so it can be attached to your file and saved for future uses.

The Arizona Attorney General's office has a FREE template online you can use. You can find it here <https://www.azag.gov/sites/default/files/2025-09/LCP%20-%20Healthcare%20POA.pdf>.

You can complete online and print or you can print a blank form and fill it in yourself then mail or fax to us at:

Mercy Care Advantage  
Attn: Enrollment Department  
4750 S. 44th Place, Suite 150  
Phoenix, AZ 85040  
Fax: **1-844-910-1530**

## Important Health Risk Assessment (HRA) reminder

Completing your annual HRA helps us know more about you and your health conditions. If you are a new member, you should complete your HRA within 90 days of enrollment. The HRA helps identify members who may benefit from care management, disease or chronic condition management, and/or social supports programs. We use this information to understand your current health care needs assign you a care manager, coordinate care with your primary care provider and MCA. Your care manager uses this information to develop your individualized care plan that is then mailed to you and your PCP.

There are now multiple ways to complete the HRA:

1. Complete on the member portal at **mercycareaz.org**
2. Call us at **602-453-6146** and we will assist you in completing the HRA
3. Scan the QR code below





## Keep your membership record up to date

If you have an address or phone number change, please contact Mercy Care Advantage Member Services to provide your new contact information.

## Flu season is here

The single best way to prevent the flu is to get a flu vaccination every year

Flu viruses can change annually. 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:

- Get your flu vaccination.
- 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.
- Clean and disinfect surfaces and objects.

### Sources

[https://www.cdc.gov/flu/season/2024-2025.html?CDC\\_AAref\\_Val=https://www.cdc.gov/flu/season/faq-flu-season-2024-2025.htm](https://www.cdc.gov/flu/season/2024-2025.html?CDC_AAref_Val=https://www.cdc.gov/flu/season/faq-flu-season-2024-2025.htm)  
[www.cdc.gov/flu/highrisk/65over.htm](http://www.cdc.gov/flu/highrisk/65over.htm)

## 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 help find network providers and pharmacies near you. Call us at **602-586-1730** or **1-877-436-5288** (TTY **711**). You can also get information about Mercy Care Advantage on our website, [mercycazeaz.org](http://mercycazeaz.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**).

## 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 [mercycazeaz.org](http://mercycazeaz.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.