

PROVIDER BULLETIN

Preventative Care and Chronic Condition Management

Mercy Care Advantage is committed to supporting our members in achieving optimal health and well-being. Providers play a critical role in improving outcomes by promoting preventive care and proactively managing chronic conditions at every patient interaction. Thank you for your continued partnership as a valued provider in our network.

- ☐ Identify outstanding preventative services, complete referrals, and leverage the provider portal and Mercy Care Website to close care gaps:
 - [Availability](#)
 - [MC Gap Closure Reference Guide](#)
- ☐ Advise and manage diabetes (A1c, eye screening, kidney health, statins), hypertension, fall risk, urinary incontinence/leakage, physical activity, behavioral health, and more.
- ☐ Refer patients for medication support
- ☐ Reminders to members about services and tools to help them self-manage their care
 - [Mercy Care Health Assistant](#) is a digital platform that helps members manage their health conditions while also earning rewards.
- ☐ Consider a practice-level quality-improvement project for identified gaps in care
- ☐ Accurate medical coding—including the use of CPT II codes—and adherence to NCQA standards are essential to ensure appropriate reimbursement and the delivery of high-quality care

Assessment/ Referral

Breast Cancer Screening	Mammogram {Simon Med Imaging, SMIL, etc. – some locations offering weekend services}
Colorectal Cancer Screening	• Colonoscopy • Sigmoidoscopy • Stool DNA test (Cologuard with Exact Sciences) • FIT Test • CT Colonography
Flu Shot	Provide flu shot or refer to pharmacy

Prescription Support (Prescribe 100-day medication supply)

Online with CVS Caremark or calling 1-800-552-8159 (TTY 711)	Member can sign in or register as new user to order refills, renew prescriptions, and check their orders.
By Mail	Provide a prescription for a 100-day supply with up to one year of refills. Member can complete a mail-order form or request one from us and mail it with their prescription to the address listed on the form.
Referral to MedWatchers	Have member call 1-844-991-4790 for assistance with 30–100-day conversion or refill support as needed.
Medication Review and Reconciliation Follow Up	See members within 30 days of any hospitalizations or ER visits.

Mercy Care Advantage is here to support you and our members, please reach out at **602-414-7630** or **1-866-571-5781 (TTY 711)**. Members can receive care 24/7 with the nurse line at **602-586-1730** or **1-877-436-5288 (TTY 711)** or MDLIVE provider telehealth visits from 7 a.m. – 9 p.m. (7 days a week) by calling **1-888-918-1769 (TTY 1-800-700-5551)**.