



Thank you for being a Mercy Care Advantage member. We care about your health and are providing some information you can use. We want you to live a healthy life and achieve your full potential.

Stay up to date with your preventive care services

Through our network providers or your Primary Care Physician (PCP) you can get services such as:

- Breast cancer screening
- Colorectal cancer screening
- Diabetes eye screening, Blood test for diabetes control, Kidney health
- Flu shot

See more information on following page.

Why a Primary Care Provider (PCP) Matters

A Primary Care Provider (PCP) helps you stay on top of your health with:

- Routine checkups
- Early detection of issues
- Personalized care

Building a lasting relationship with your PCP ensures better coordination and peace of mind throughout your healthcare journey.

Have a voice in your care

During your PCP visits, discuss ways you can stay healthy.

- Ask your PCP if you are at risk for falls.
- Tell them if you are having urinary incontinence or leakage.
- Talk about exercise and your physical health.
- Let them know about your emotional and behavioral health. Discuss treatment if needed.
- Review lab, imaging results and specialist notes with your provider.
- Get needed medication scripts, learn about medication side effects and how the medication is used.

Track your health and earn rewards

Use the online tool, Mercy Care Health Assistant to track your health progress and prevention services. You can complete your Health Risk Assessment *online each year* to ensure we can best support your health. You can even earn rewards.

Visit mercyar.es/healthasst to sign up or call **1-866-257-5544** (TTY 711).



Ways you can get care through self-referrals

You don't have to wait for your PCP or doctor to give you a referral for preventive care. You can make these appointments directly. This is called a self-referral.

Breast cancer screening	To schedule your mammogram, you can visit: <ul style="list-style-type: none">• https://assuredimaging.com/portal-scheduling/• https://www.esmil.com/• https://www.arizonadiagnosticradiology.com/• https://www.simonmed.com/
Flu shot	You can get a flu shot in any pharmacy such as CVS, Fry's, Walgreens, Safeway, etc.) You can also get one at your PCP's office.
Diabetes eye screening	You can go to Nationwide Vision or any eye care provider in our network.

Get needed care through our network providers

We also offer health care services to meet your needs right away seven days a week.

Care right away -24/7	24/7 nurse line (call 602-586-1730 or 1-877-436-5288 (TTY 711), choose the option to speak to a nurse.
MD Live	They offer video telehealth visits from 7 a.m. to 9 p.m. (7 days a week). Call 1-888-918-1769 (TTY 1-800 700-5551)

Medication support

Mercy Care Advantage also offers 100-day supplies for chronic medications. This can save you from frequent pharmacy visits, less copay and improve adherence.

Med Watchers	You can call at 1-844-991-4790 for assistance with 100-day supplies or refill support as needed.
Online	You can visit CVS Caremark and sign in or register (for new users). Then, you can order refills, renew prescriptions, and check the orders.
Phone	You can call CAREMARK national at 1-800-552-8159 (TTY 711).
By mail	Get a prescription for a 100-day supply with up to one year of refills. Print and fill out a mail service order form: English form: mercycares.org/content/dam/mercycares/pdf/MC-RBHA-Mail-Order-Eng.pdf Spanish form: mercycares.org/content/dam/mercycares/pdf/MC-RBHA-Mail-Order-Spa.pdf Or contact us and we'll send a form to complete and return. Call Member Services at 602-586-1730 or 1-877-436-5288 (TTY 711).

Need help filling out forms, setting up appointments, getting your medications, or need other services? Mercy Care's courteous Member Services representatives are here to assist you. Call **602-586-1730** or **1-877-436-5288** (TTY **711**). You can also visit us online at mercycares.org to learn more about the benefits and services offered by us.

Notice of Availability

English: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at **1-877-436-5288**. Someone who speaks English/Language can help you. This is a free service.

Spanish: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al **1-877-436-5288**. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin: 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 **1-877-436-5288**。我们的中文工作人员很乐意帮助您。这是一项免费服务。

Chinese Cantonese: 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 **1-877-436-5288**。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

Tagalog: Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa **1-877-436-5288**. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French: Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au **1-877-436-5288**. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi **1-877-436-5288** sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

German: Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter **1-877-436-5288**. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 답해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 **1-877-436-5288** 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Russian: Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону **1-877-436-5288**. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Arabic: إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على **1-877-436-5288**. سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

Hindi: हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया प्राप्त करने के लिए, बस हमें **1-877-436-5288** पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

Italian: È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero **1-877-436-5288**. Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

Portuguese: Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número **1-877-436-5288**. Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan **1-877-436-5288**. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish: Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer **1-877-436-5288**. Ta usługa jest bezpłatna.

Japanese: 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、**1-877-436-5288** にお電話ください。日本語を話す人 者が支援いたします。これは無料のサービスです。

Nondiscrimination Notice

Mercy Care d/b/a Mercy Care Advantage (HMO SNP) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Mercy Care d/b/a Mercy Care Advantage (HMO SNP) does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, health status or need for health care services.

Mercy Care d/b/a Mercy Care Advantage (HMO SNP):

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - o Qualified sign language interpreters
 - o Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - o Qualified interpreters
 - o Information written in other languages

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card.

If you believe that Mercy Care d/b/a Mercy Care Advantage (HMO SNP) has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator
4750 S. 44th Place, Ste. 150
Phoenix, AZ 85040
Telephone: **1-888-234-7358 (TTY 711)**
Email: **MedicaidCRCoordinator@mercycareaz.org**

You can file a grievance in person or by mail or email. If you need help filing a grievance, our Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201, **1-800-368-1019, 1-800-537-7697** (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.