



Thank you for being a Mercy Care Advantage member. We care about your health and are providing some information about preventive care services you can use today. 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.

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 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, visit https://assuredimaging.com/portal-scheduling .
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: mercycareaz.org/content/dam/mercycare/pdf/MC-RBHA-Mail-Order-Eng.pdf Spanish form: mercycareaz.org/content/dam/mercycare/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 www.MercyCareAZ.org.