

Mobile application user guide

With the Mercy Care mobile application, you can get on demand access to the tools you need to stay healthy. Find a doctor, access member resources, or change your Primary Care Provider (PCP) at any time, from anywhere. It's easy. Just download the app to your mobile device or tablet.

Mobile app features

- Find a Provider
- Change your PCP
- View your claims
- Message Member Services for questions or support
- Update your phone number, address and other member details

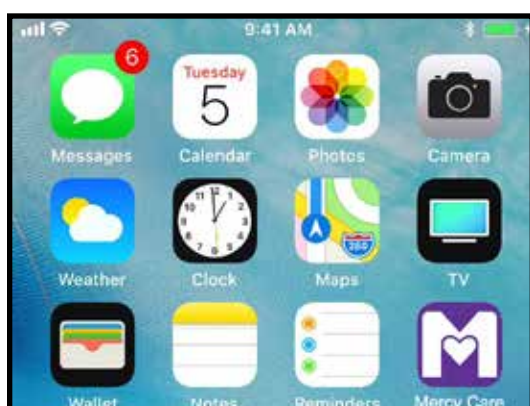
Download App

To get the mobile app, you can download it from **Apple's App Store** or **Google's Play Store**. It's free to download. This app is available on certain devices and operating systems (OS).



To access any of the menu items, **you will need to register.**

- If you have registered for the Member Portal on your health plan's website you are already registered.
- If you have not, you can register through the app.
- Just have your member ID card with you to register.



Device	OS Version
All Apple Devices	7.1 and above
All Android Devices	4.2 and above



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1. Splash page



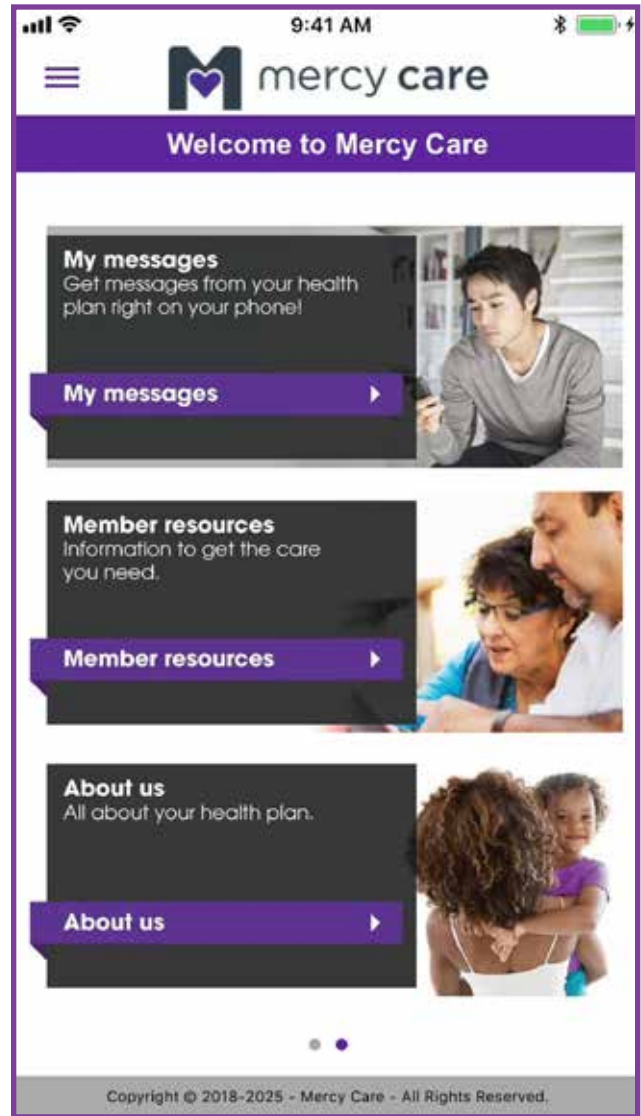
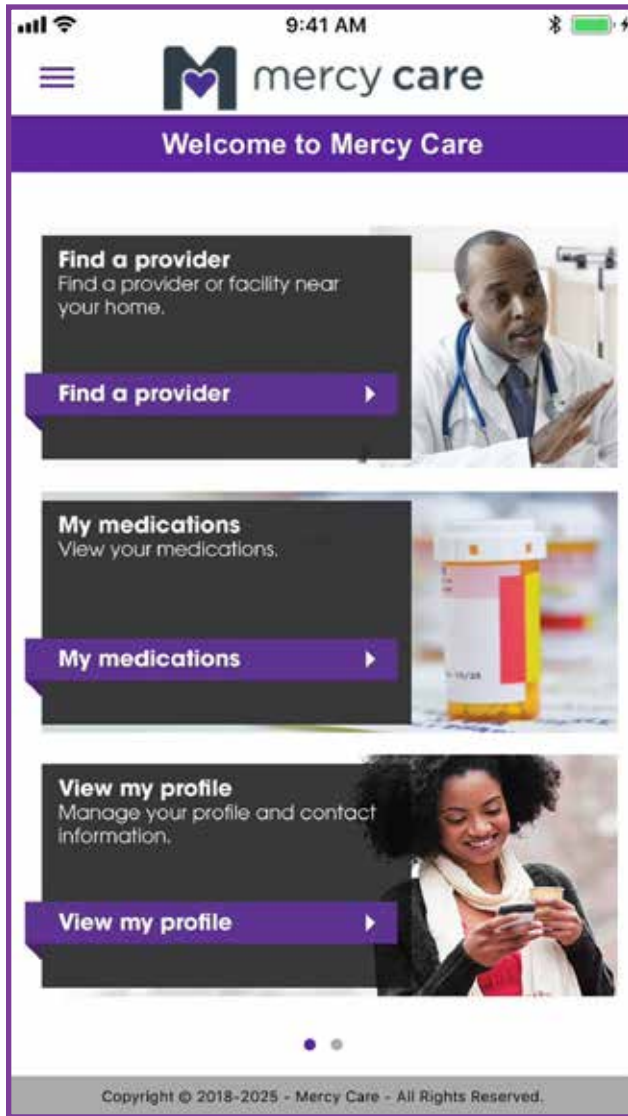
2. Sign in

 The sign-in page is displayed on a mobile device. At the top, the status bar shows signal strength, Wi-Fi, the time 9:41 AM, and battery level. Below the status bar is the Mercy Care logo and the text 'mercy care'. A purple header bar contains the word 'Login'. Below the header is a photograph of a smiling woman and a young child. Underneath the photo is the text 'Everything you need, right at your fingertips.' The form includes two input fields: 'User Name' and 'Password'. Below each field is a link: 'I have forgotten my user name' and 'I have forgotten my password'. A large pink button labeled 'Sign In' is positioned below the password field. At the bottom, there is a section titled 'Not a Registered User?' with two purple buttons: 'CREATE ACCOUNT' and 'INSTRUCTIONS'. The footer contains the copyright notice: 'Copyright © 2018-2025 - MercyCare - All Rights Reserved.'

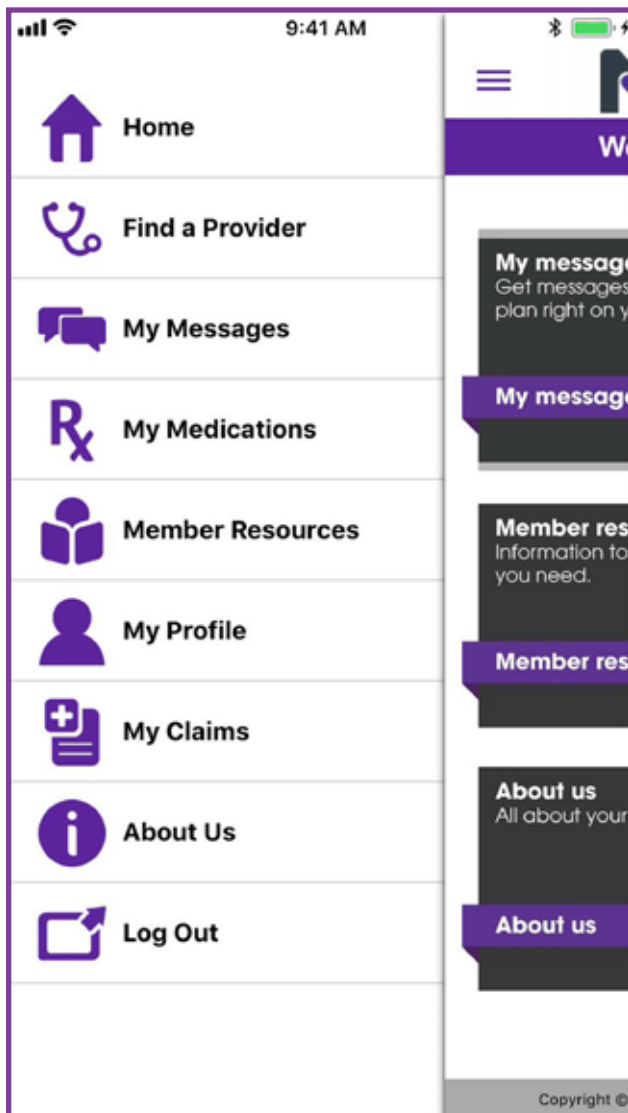
If you have already registered for the secure member portal on the health plan website, enter your **user name** and **password** that you use for the secure member portal.

If you have not registered yet, you will need to create an account. You will need your **member ID number**, **last name**, **date of birth** and **ZIP code** to register.

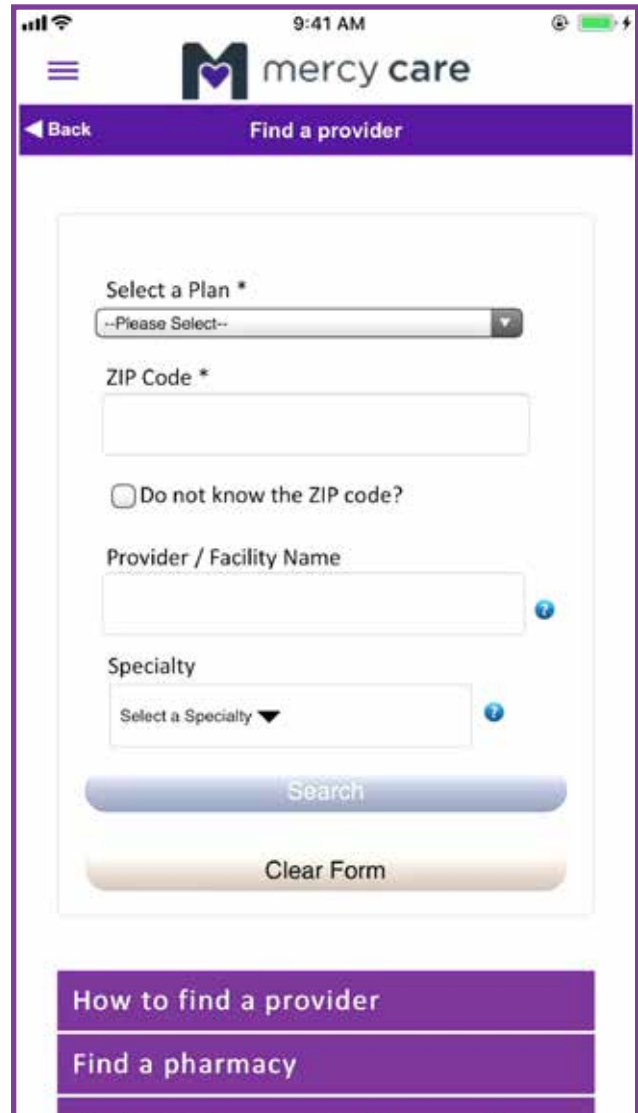
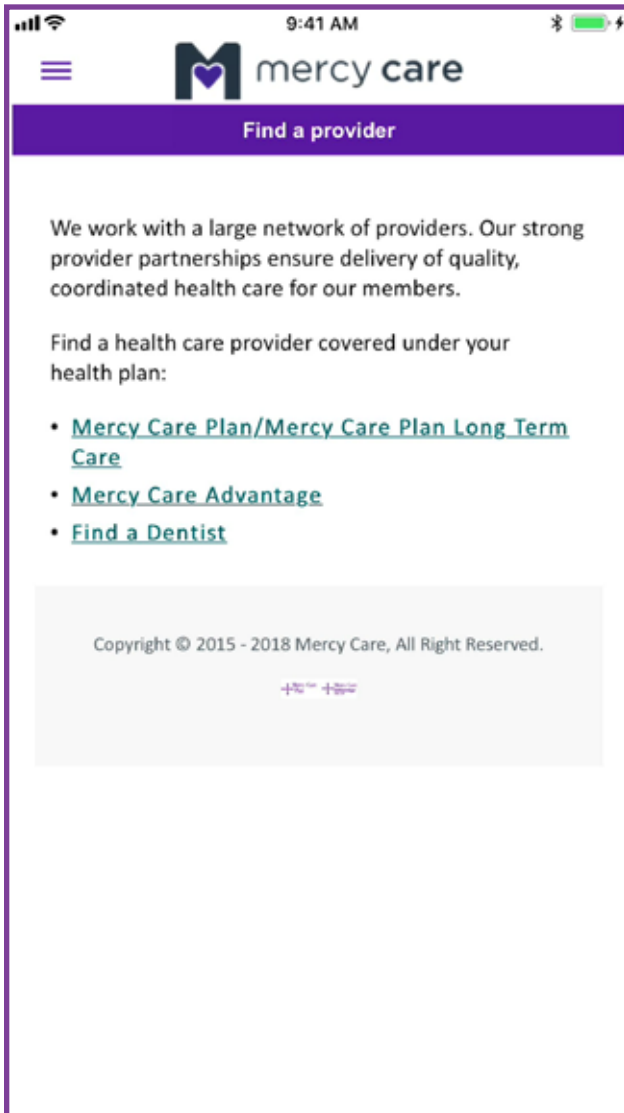
3. Welcome pages



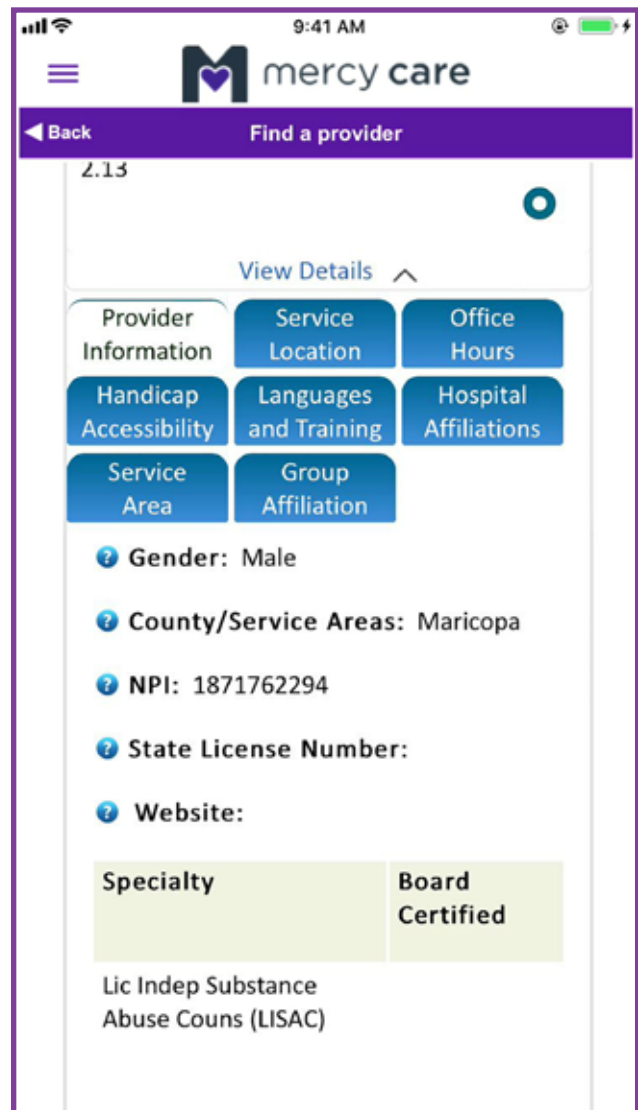
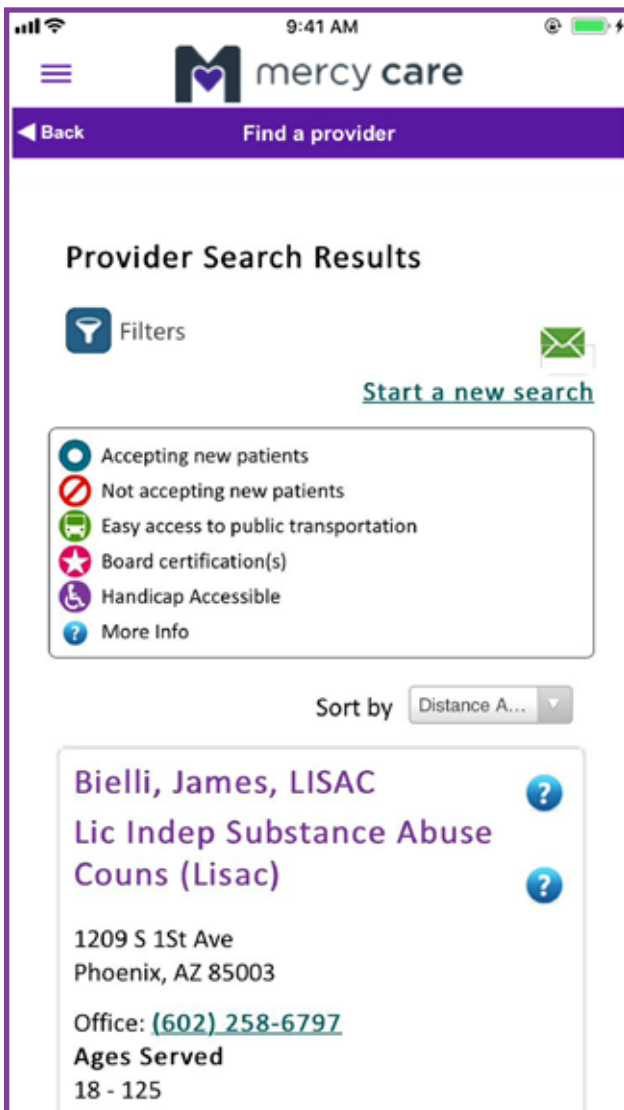
4. Menu



5. Find a Provider



5.1 Search Results



6. My Messages

My Messages (0 Unread Messages, 8 Messages total)

<input type="checkbox"/>	From	Subject
<input type="checkbox"/>	Member Services	RE:Requesting Information on a Health Condition
<input type="checkbox"/>	Member Services	Your Well-Being Assessment has been Submitted
<input type="checkbox"/>	Member Services	Your Well-Being Assessment has been Submitted
<input type="checkbox"/>	Member Services	Your Well-Being Assessment has been Submitted
<input type="checkbox"/>	Member Services	Your Well-Being Assessment has been Submitted
<input type="checkbox"/>	Member Services	Your Well-Being Assessment has been Submitted
<input type="checkbox"/>	Member Services	Your Well-Being Assessment has been Submitted
<input type="checkbox"/>	Member Services	Your Well-Being Assessment has been Submitted

7. My Medications

My Medications (20)

Drug Desc: Glucophage1, Drug Strength: 2.000, Quantity: 60, Days Supply: 20

Drug Desc: Glucophage1, Drug Strength: 4.000, Quantity: 60, Days Supply: 20

Drug Desc: Glucophage1, Drug Strength: 6.000, Quantity: 60, Days Supply: 20

Drug Desc: Glucophage1, Drug Strength: 8.000, Quantity: 60, Days Supply: 20

Drug Desc: Glucophage1, Drug Strength: 10.000, Quantity: 60, Days Supply: 20

Drug Desc: Glucophage1, Drug Strength: 12.000, Quantity: 60, Days Supply: 20

7.1 My Pharmacy Claims

Search Pharmacy Claims

Note: Please give Service Date From/To. An open search will show you claims for the last 90 days.

Service Date Range

Date From (mm/dd/yyyy)

Date To (mm/dd/yyyy)

Search

Reset Form

Mercy Care

If you want more information, or need help, call us at 1-602-263-3000 or 1-800-624-3879. TTY 711
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7.2 Pharm. Claim Results

Pharmacy Claim - Search Results (20)

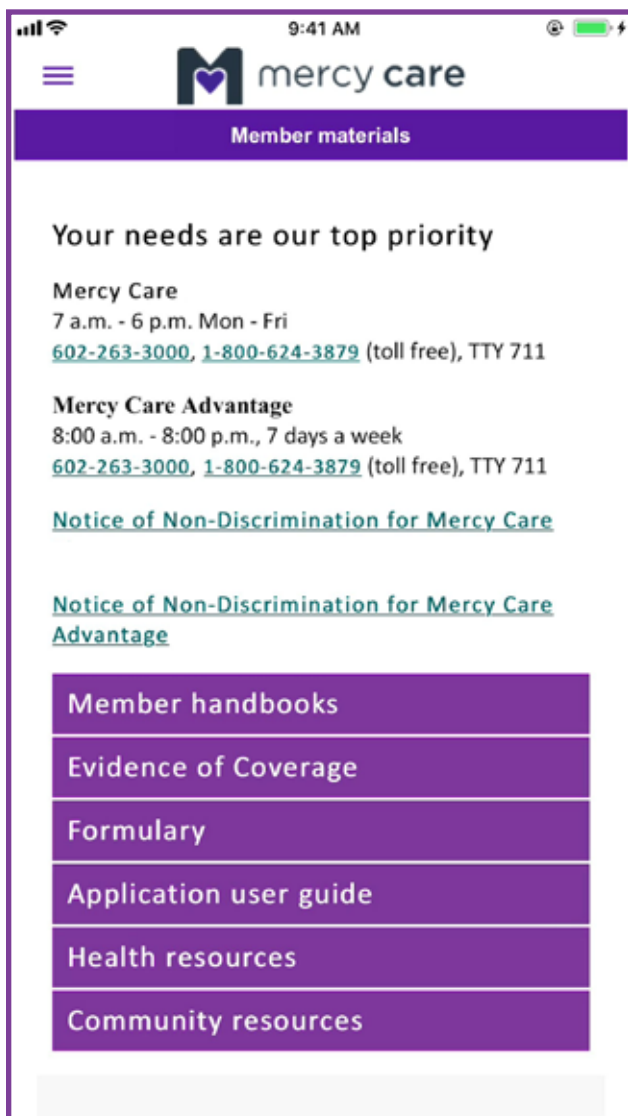
Date of Service: 05/11/2015, Drug Description: KETOSTIX TES STRIP , Qty: 100, Days Supply: 34, Pharmacy: ANDERSON PHARMACY , Billed Amount: 16.67, Prescription #: 00000000672876

Date of Service: 05/11/2015, Drug Description: ONETOUCH KIT ULTRA 2 , Qty: 1, Days Supply: 30, Pharmacy: WALGREENS 04753 , Billed Amount: 16.07, Prescription #: 000000002194129

1

View Details

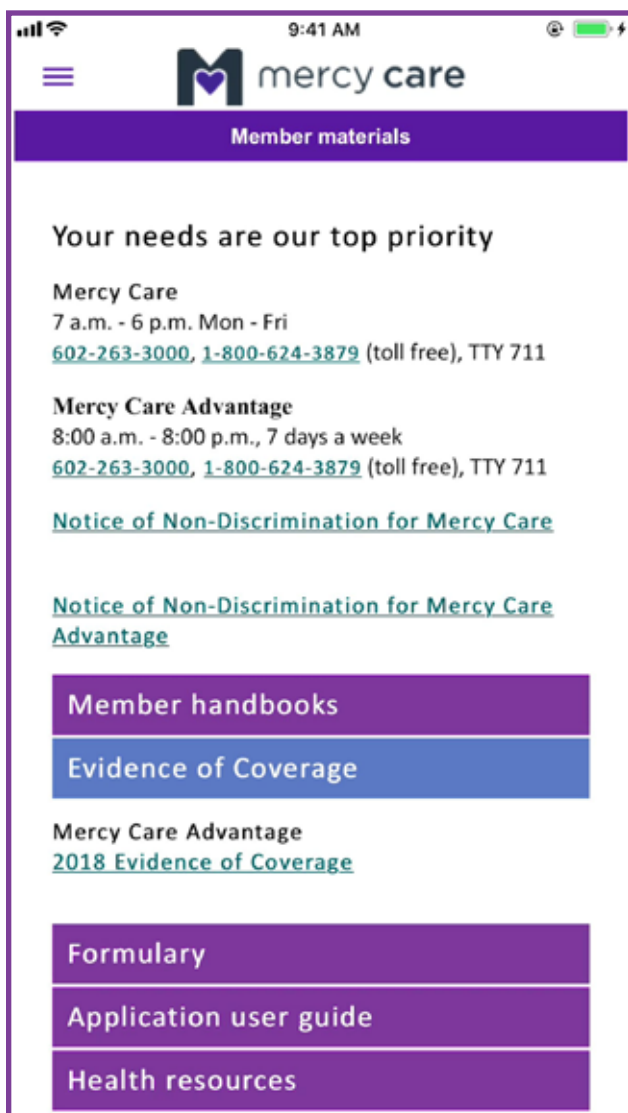
8. Member Resources



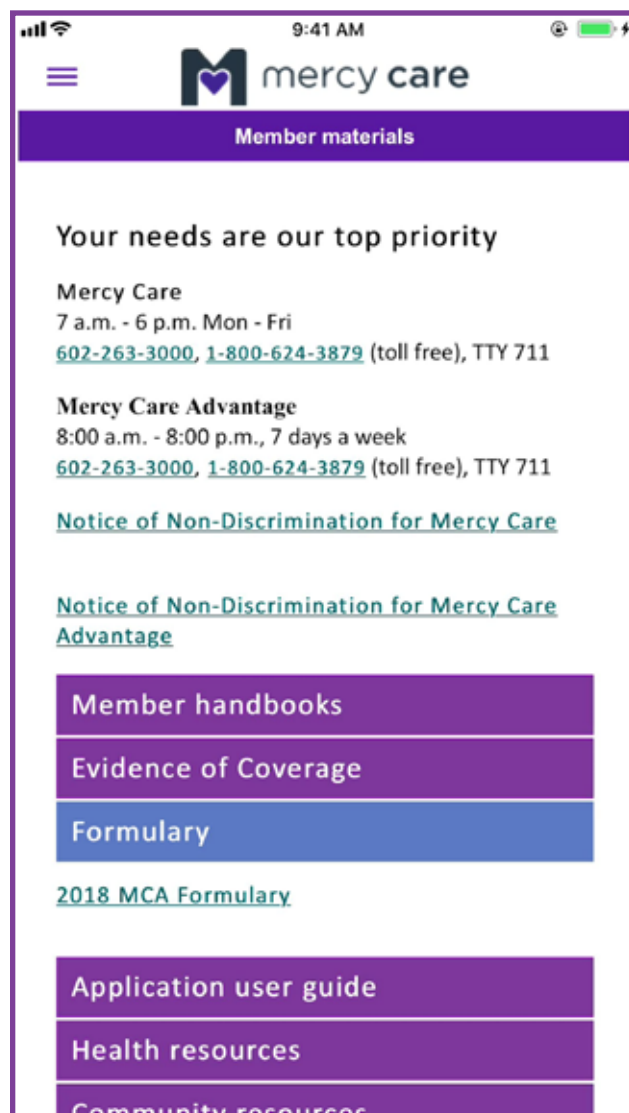
8.1 Member Handbook



8.2 Evidence of Coverage



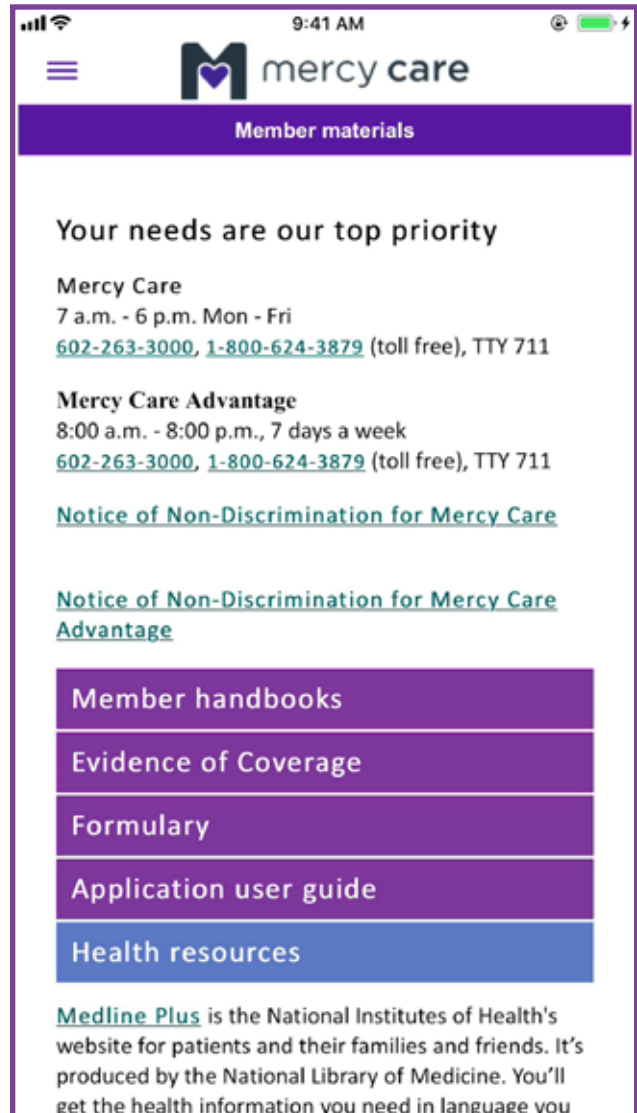
8.3 Formulary



8.4 App User Guide



8.5 Health Resources



8.6 Community Resources



9. My Profile

Member Profile

Member ID: [redacted]
 First Name: [redacted]
 Last Name: [redacted]
 Street Address: [redacted]
 City: Phoenix
 State: AZ
 ZIP Code: 85031
 Email ID: [redacted]
 Date of Birth: [redacted]
 Cell phone: [redacted]

Edit

Eligibility Information

Benefit: Mercy Care Advantage, Member ID: [redacted], Status: Active
 Please contact member services for eligibility details.

Wellness Alert(0)

9.1 Request Profile Update

Request Member Information Change

From: [Name]

Category: General

Subject: Request Member Information Change

Message: *If you have an address change, please contact the office where you applied for Medicaid benefits. Remember to list your phone number so we may call you with any questions. You can contact Member Services at the number on your ID card for assistance.*

Send

Reset Form

9.2 Request PCP Change

Change Primary Care Physician

From: [Name]

Category: General

Subject: Change Primary Care Physician

Message: *If you have an address change, please contact the office where you applied for Medicaid benefits. Remember to list your phone number so we may call you with any questions. You can contact Member Services at the number on your ID card for assistance.*

Send

Reset Form

10. My Claims

The screenshot shows the 'Search Claims' section of the Mercy Care mobile app. At the top, there's a purple header with the Mercy Care logo and a hamburger menu icon. Below the header is a purple bar with the text 'Search Claims'. A note reads: 'Note: Please give Claim Type or Claim Status or Service Date From/To'. There are two dropdown menus: 'Claim Type' and 'Claim Status'. Below these is a purple bar for 'Service Date Range'. There are two date input fields: 'Date From (mm/dd/yyyy)' and 'Date To (mm/dd/yyyy)', each with a calendar icon. At the bottom of the form are two blue buttons: 'Search' and 'Reset Form'. The footer contains contact information: 'If you want more information, or need help, call us at 1-602-263-3000 or 1-800-624-3879. TTY 711. Copyright © 2018-2025 Mercy Care, All Rights Reserved.'

Enter your claim type, claim status and your beginning and ending service dates.

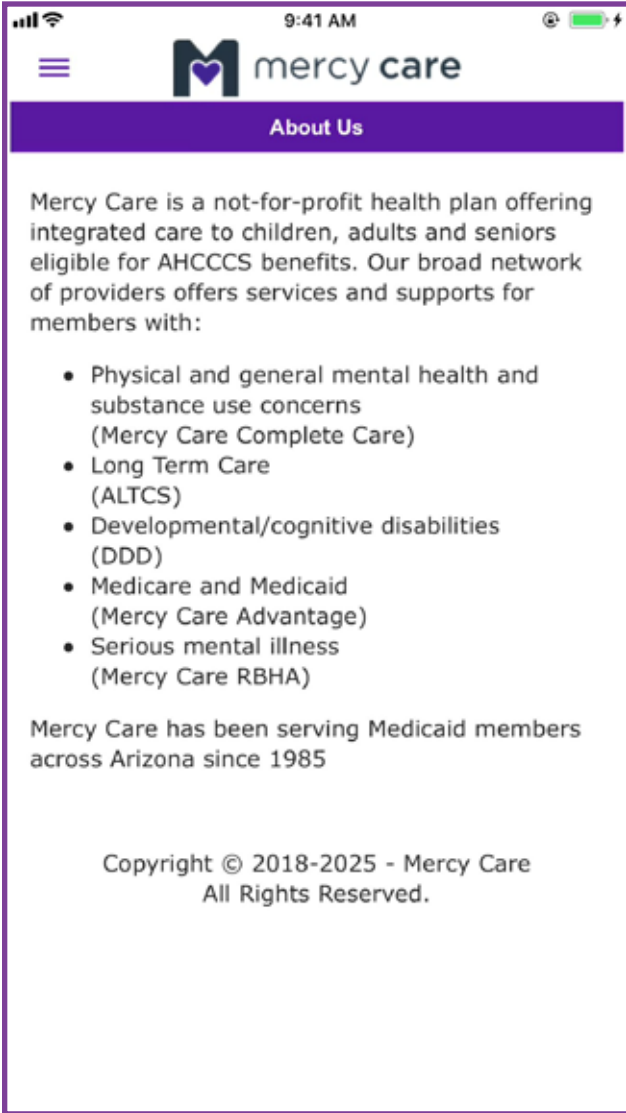
Enter dates as: mm/dd/yyyy.

Then hit **Search** button.

10.1 Claims Results

The screenshot shows the 'Claim - Search Results (3)' section of the Mercy Care mobile app. At the top, there's a purple header with the Mercy Care logo and a hamburger menu icon. Below the header is a purple bar with a back arrow and the text 'Mercy Care'. The main content area has a purple bar with the text 'Claim - Search Results (3)'. There are three claim result cards. Each card displays: 'Claim ID: [redacted]', 'Provider Name: CHASE HEALTH CARE', 'Claim Status: PAID', 'Total Billed Amount : \$[amount]', and 'Total Paid: \$[amount]'. Below each card is a blue button with the text 'View Details'. The footer contains contact information: 'If you want more information, or need help, call us at 1-602-263-3000 or 1-800-624-3879. TTY 711. Copyright © 2018-2025 Mercy Care, All Rights Reserved.'

11. About Us



12. Log Out

In the menu, when you are done making changes, sending requests or viewing claims **ALWAYS** remember to hit **Log Out**.