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 assist in finding 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, www.MercyCareAdvantage.com.

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).

New Mercy Care Advantage telephone numbers and address

As of January 1, 2019, Mercy Care Advantage will have new telephone numbers and a new address.

Telephone Numbers:
602-586-1730 or 1-877-436-5288 (TTY 711)

Address:
4755 S. 44th Place
Phoenix, AZ 85040
New Rules for Medicare Plan Enrollment

Starting January 1, 2019, there are new guidelines from the Centers for Medicare and Medicaid (CMS) for enrolling in or switching to a different plan during the year.

Most people with Medicare can end their membership only during certain times of the year. Because you have AHCCCS Medicaid, you may be able to end your membership in our plan or switch to a different plan one time during each of the following Special Enrollment Periods:

- January to March
- April to June
- July to September

If you join a plan during one of these periods, you’ll have to wait for the next period to end your membership or switch to a different plan. All people with Medicare can make changes from October 15 - December 7 during the Annual Enrollment Period. Refer to the 2019 Evidence of Coverage for more information.

2019 Medicare Part A Deductible and Coinsurance Amounts

CMS has released the 2019 Part A Deductible and Coinsurance amounts for Medicare.

**Inpatient Hospital Care and Inpatient Mental Health Care**

In 2019 the amounts for each benefit period will be $0 or:

- $1,364 deductible for days 1 through 60*
- $341 copay per day for days 61 through 90*
- $682 copay per day for 60 lifetime reserve days*

**Skilled Nursing Facility Care**

In 2019 the amounts for each benefit period will be $0 or:

- You pay nothing for days 1 through 20
- $170.50 copay per day for days 21-100

*AHCCCS Medicaid may pay your deductible, coinsurance, and/or copayment, based on your level of eligibility. Please refer to the Mercy Care Advantage 2019 Evidence of Coverage booklet for details.
Mental health affects how we think, feel and act.

Do you ever feel:
- Downhearted
- Blue
- Depressed
- Anxious
- Hopeless

Does it interfere with:
- Your daily activities
- Cause trouble sleeping
- Cause you to accomplish less than what you wanted to
- Cause you to be not as careful as you usually are when you perform activities

Make mental health a priority. Visit the CDC website on Mental Health to learn more at https://www.cdc.gov/mentalhealth/learn/index.htm

Take the Mental Health Quiz at https://www.cdc.gov/mentalhealth/quiz/index.htm, to find out what you know about mental health.
**Over-the-Counter (OTC) Benefit Information**

**Reminder** - The OTC benefit is for member use only. Orders can only be placed by a member or their authorized representative.

**How to place OTC orders in 2019**
Beginning January 1, 2019, OTC items will only be available for order by phone or online. Members will receive a 2019 OTC catalog along with additional information about how to place orders.

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**Did you know your Mercy Care Advantage plan includes coverage for the Flu vaccine?**

Mercy Care Advantage members can get the flu vaccine from participating network pharmacies for a $0 copay. Contact Member Services to locate a participating network pharmacy near you and to learn more about other covered vaccines.

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**Find out about Medicare benefit or service changes**

The Centers for Medicare and Medicaid (CMS) sometimes makes changes to benefits or services covered by Original Medicare. These changes are called National Coverage Determinations (NCDs). You can find the latest information about these changes by going to our Member Information webpage at www.MercyCareAdvantage.com/members/mca/information. You can also call us at 602-586-1730 or 1-877-436-5288 (TTY 711), 8:00 a.m.- 8:00 p.m., 7 days a week.

**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 2017 Model of Care evaluation, please go to our Member Information webpage at www.MercyCareAdvantage.com/members/mca/information.

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Mercy Care Advantage is an HMO SNP with a Medicare contract and a contract with the Arizona Medicaid Program. Enrollment in Mercy Care Advantage depends on contract renewal. 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.