



Keep current on COVID-19

Mercy Care continues to monitor the COVID-19 (coronavirus) pandemic outbreak, gathering information from trusted sources of clinical information such as the Centers for Disease Control (CDC) and World Health Organization (WHO), the Arizona Department of Health Services, and all county public health organizations. It's important to know where to get the information you need for the questions you may have.

Frequently Asked Questions (FAQ)

Mercy Care FAQ are specific to Mercy Care operations. Mercy Care FAQ are updated as additional questions are received from our provider community.

- **Mercy Care FAQ**

In addition, below are links to several regulatory and government agency FAQ to assist you with questions that may come up:

- [AHCCCS FAQ](#)
- **CDC FAQ**
- **ADHS FAQ**
- **CMS FAQ**

Mercy Care follows all regulatory directions from both AHCCCS and CMS.

Other Important Websites

Please review other primary public health and agency websites for the latest information regarding COVID-19:

- **Arizona Department of Health Services**
- **Centers for Disease Control and Prevention (CDC)**
- **Centers for Medicare and Medicaid Services (CMS)**
- **Maricopa County Department of Public Health**
- **Pima County Department of Public Health**
- **Pinal County Department of Public Health**
- **Gila County Department of Public Health**

In order to not inundate our providers with information regarding COVID-19, we are referring you to the above websites based on their expertise.

We want to assure everyone that Mercy Care is taking all precautions to avoid the spread of COVID-19 in order to ensure the safety of our members, our providers and our employees.