Thrive Mobile | mercy care

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THRIVE MOBILE & MERCY CARE · ARIZONA

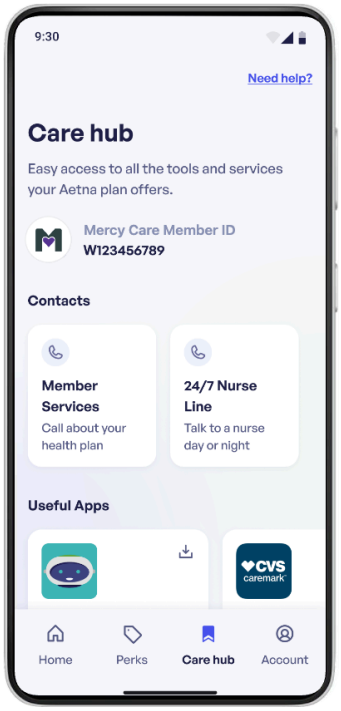
Thrive Mobile helps Mercy Care members get connected

Mercy Care members bring the phone they already have and get unlimited talk and text plus 5GB of high-speed data at $0/month — with Mercy Care resources built into the Thrive app.

Thrive Basic	Bring your own phone	$0 per month	Unlimited talk & text	5GB high-speed data

- **Members save over $300/year** — no contracts, no activation fees, no hidden charges.
- **Keep the phone and number they know** — bring their own device, no new hardware to learn.
- **Connected to their care** — the Thrive app connects members to Mercy Care contacts and local resources for food, transportation, and housing.

Enrollment is live! See below for more details on how to enroll eligible members.



What is the partnership?

- Stay in touch with your members with an always on, consistent phone number
- Thrive owns the plan and member support end to end — no new workflow for your teams.
- Mercy Care benefits, resources, and phone numbers built into the Thrive app.
- Engagement and utilization reporting back to Mercy Care.

How members get connected

1. **Membership confirmed**
   Members are verified as active Mercy Care members by name and date of birth.
2. **Member enrolls in ~10 mins**
   Online at the Mercy Care enrollment page, or by phone with a Thrive Assistant.
3. **Service activates same day**
   Thrive activates the line on their existing phone and supports the member from there.

Who qualifies for Thrive Mobile Basic?

Bring your own device

Every active Mercy Care member is covered. There is no cohort list and no waiting period — if a member has a phone they can keep using, they can move to Thrive and stop paying for wireless.

- Active Mercy Care coverage
- 18+ years old
- An unlocked phone they already own

NEED HELP

Call the Thrive Assistants

866-767-4271

Monday–Friday, 8am–5pm local time

ENROLLMENT

Enroll a member

thrivemobile.com/partners/mercycare

Online or by phone, ~10 mins.

GRIEVANCES & ESCALATIONS

Email the Thrive team

escalations@tht.team

Include member name and ID.

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