



Thank you for being a valued provider in our network. We at Mercy Care Advantage want our members to be as healthy and well as possible. A big part of that is making sure our members get the needed preventative care and chronic condition management in a positive way.

Our provider portal has care gaps information to support you with identifying members who are due for services:

Multi-Payer Provider Portal | Availity

- **Registration**
- **For more details on closing member care gaps**
- **Providers are able to prescribe 100-day medication supply.**
- **Mammogram services are available during weekends.**

Sincerely,

Mercy Care Advantage



Assess members for outstanding preventative services and complete referrals.



Advise members on chronic condition care and provide a treatment plan.



Awareness of reminders to members about services and tools to help them self-manage their care.

Awareness	
Mercy Care Health Assistant (MCHA-a.k.a. Healthmine)	<ul style="list-style-type: none"> • Online at mercyar.es/healthasst or • Call 1-866-257-5544 (TTY: 711) to sign up <ul style="list-style-type: none"> • Digital platform • Self-management tool and rewards program
Mercy Care Advantage member services	602-414-7630 or 1-866-571-5781 (TTY 711)
Care right away 24/7	<ul style="list-style-type: none"> • 24/7 nurse line (call 602-586-1730 or 1-877-436-5288 (TTY 711) – choose option speak to a nurse • Telehealth – MDLIVE provider provides video (telehealth) visits from 7 a.m.- 9 p.m. (7 days a week). Call 1-888-918-1769 (TTY 1-800 700-5551)

Advise & manage	
Diabetes	<ul style="list-style-type: none"> • A1C labs • Eye screening • Kidney Health (eGFR & uACR) • STATINS
Hypertension	Check Blood pressure digitally (139/89 or lower is compliant)
Fall risk	Assess for falls and advise on management (DME, therapy, home assessment etc.)
Urinary incontinence/leakage	Assess for incontinence and advice on treatment (meds/surgery)
Physical activity/exercise	Discuss exercise (when to start, what to do etc.)
Physical and emotional (behavioral health)	Assess and advise on ways to stay healthy

Assess & refer	
Breast cancer screening	<ul style="list-style-type: none"> • Mammogram {Simon Med Imaging, Southwest Medical Imaging (SMIL) etc. offers weekend services}
Colorectal cancer screening	<ul style="list-style-type: none"> • Colonoscopy • Sigmoidoscopy • Stool DNA test (COLOGUARD) • FIT Test • CT Colonography
Flu shot	Provide Flu shot or refer to a pharmacy (CVS/Frys/Walgreens/Safeway etc.)

Provide	
<p>Prescribe 100-day medication supplies</p>	<ul style="list-style-type: none"> • Refer members to Med Watchers at 844-991-4790 for assistance with 30-100-day conversion or refill support as needed. • Online: Members can visit CVS Caremark and sign in or register (for new users). Then, they can order refills, renew prescriptions, and check their orders. • By mail: Provide a prescription for a 100-day supply with up to one year of refills. Then, members can fill out a mail service order form: English (PDF) Español (PDF). Or, they can contact us and we'll send them a form. Members can mail the completed form, along with their prescription, to the address on the form • CAREMARK NATIONAL (800) 552-8159 (TTY 711) • See members within 30 days of any hospitalizations or ER visits to review medication and reconcile and follow up on progress