



Provider Office  
Staff Training

# MCA P.O.S.T.

# Welcome

**Cinthya Quintana, Community Development Manager**



# P.O.S.T.

---

- ☐ Benefits & Resources
- ☐ Engage & Educate

# Agenda



Welcome & agenda review

Cinthya Quintana

## **CARE PROVIDER PARTNER INFORMATION**

- MCA HMO SNP Enrollment Experience ----- Jeff Nathe
- Member Experience – First 120 days ----- Jeff Nathe
- Member benefits during COVID-19 ----- Jeff Nathe
- Partnering with our provider network ----- Laura Nguyen
- Community Development Support ----- Cinthya Quintana



## Mission, Vision and Values

Our mission, vision and values guide everything we do at Mercy Care.



### Mission

**Mercy Care exists to address and advocate for the comprehensive health of our members and families, including circumstances that impact their well-being, with special consideration for the underserved and those with complex health needs.**

### Vision

**Our members live a healthier life and achieve their full potential.**

### Values

**Our values guide us to approaching our work with integrity, confidence and clarity.**

- **COMPASSION:** Mercy Care will pursue its mission with passion, enthusiasm, optimism and diligence.
- **INNOVATION:** Mercy Care will be innovative thought leaders transforming the care delivery system.
- **COLLABORATION:** Mercy Care will seek partners to create exceptional results.
- **ADVOCACY:** Mercy Care will work on behalf of the underserved and those with complex health needs to improve health outcomes.

# Care Provider Partner Information

**Jeffrey Nathe, Medicare Sales & Retention Director**

**Laura Nguyen, Manager, Network Management**





## MCA SNP Enrollment Experience

---

- ☐ How does MCA ensure we are the right plan fit for our members?



# MCA SNP Enrollment Experience



- ❑ How do members review what to expect next?



# Member Experience

## – First 120 days

---

- ❑ How does MCA continue communications with members after they are enrolled?



# Benefits members can leverage during COVID-19



Nursing Hotline



MDLive

# Benefits members can leverage during COVID-19

---

## ☐ Mental Health Services Benefit





# Member Experience

---

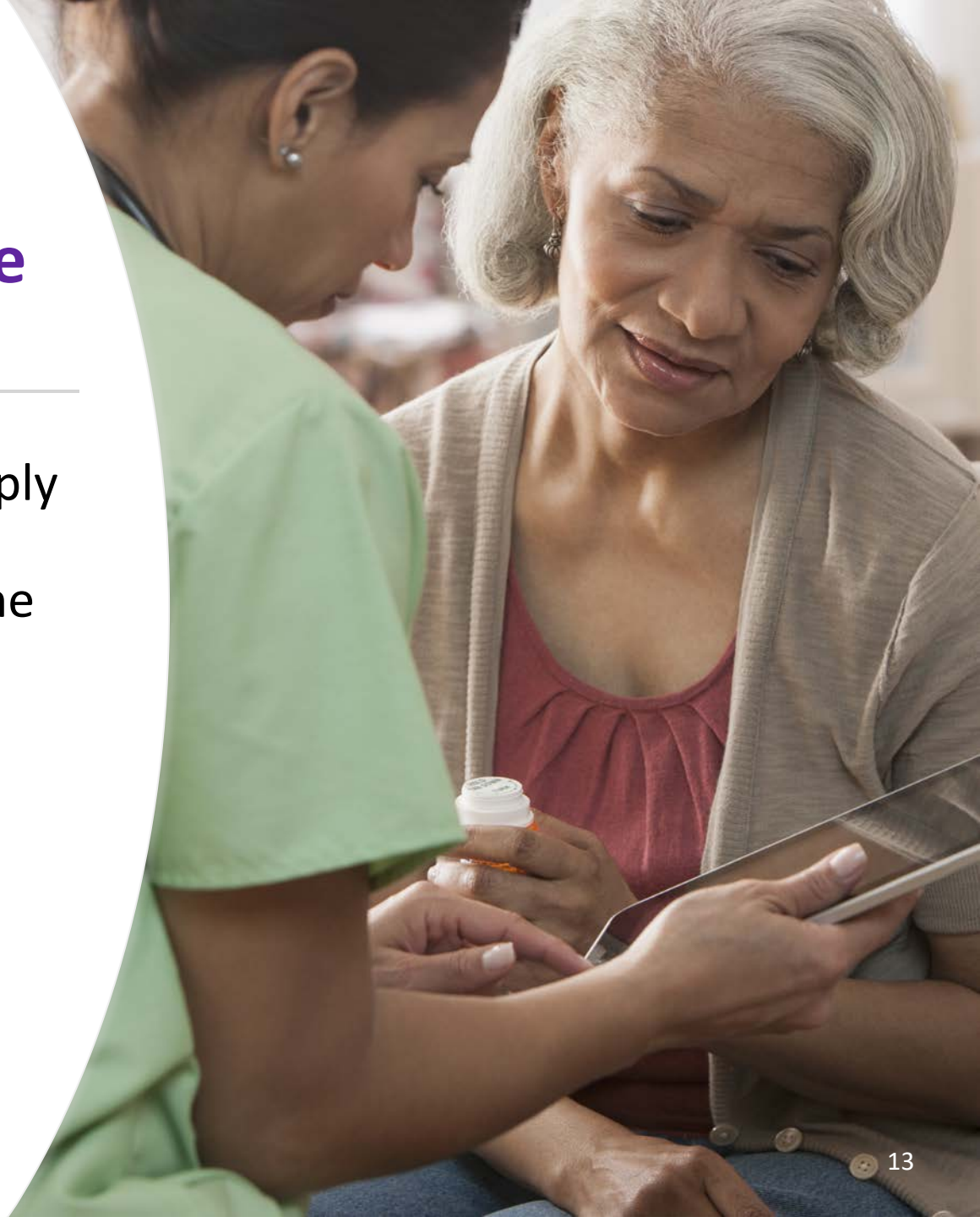
- ❑ New Members – How soon after their enrollment will they get their ID card?
- ❑ How do members get a replacement MCA card when they lose theirs.



# Member Experience

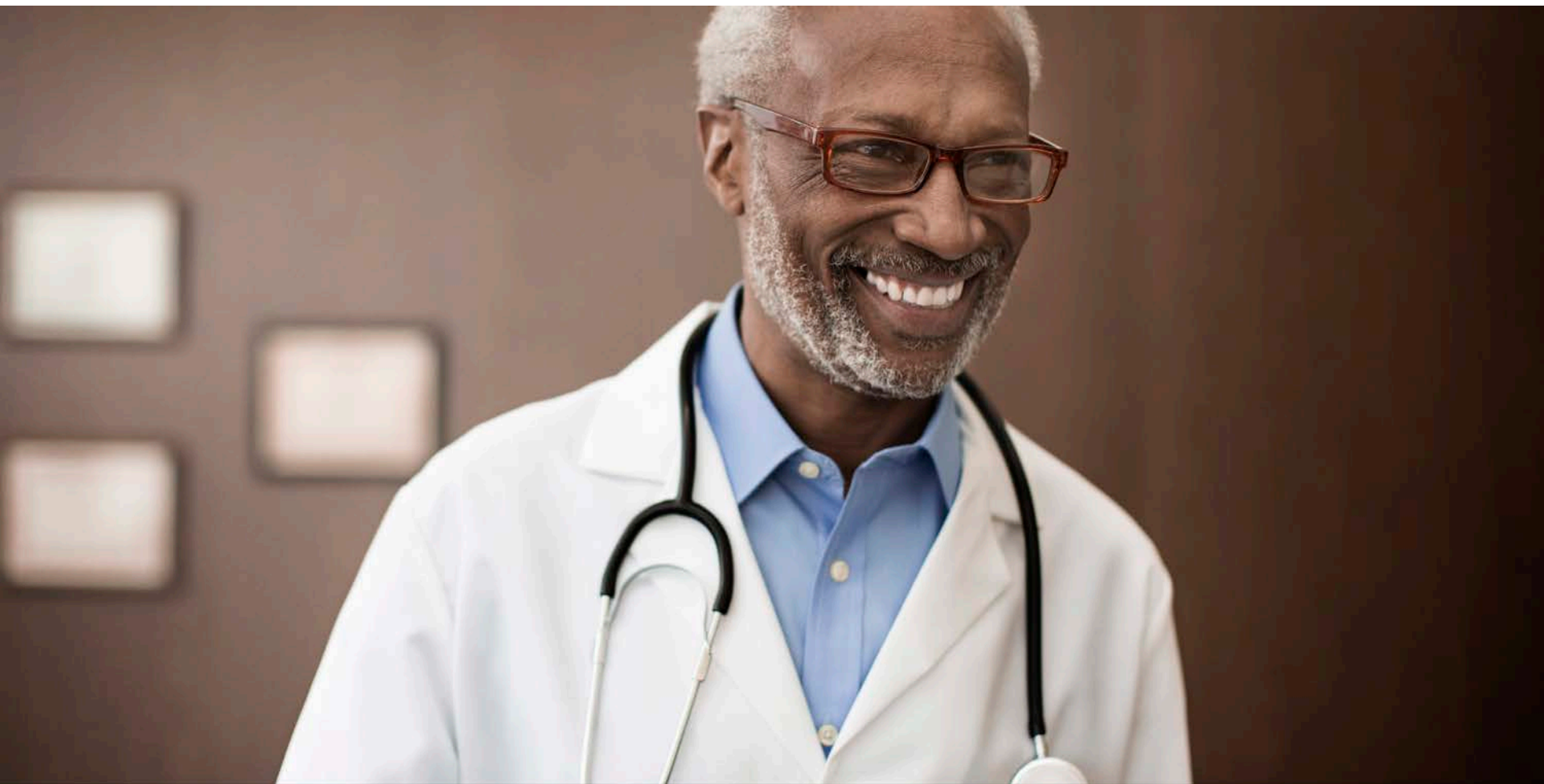
---

- ❑ What's the largest supply of prescription drugs members can get at one time?





# Partnering with our provider network



# Delivering best member care support

- ❑ Right Support and Collaboration
- ❑ Quality care, improved outcomes, and increased patient satisfaction
- ❑ Portal capabilities
- ❑ Gaps in care communication



# MCA Community Development

MCA CD is here to support you, your staff, and your patients

## ☐ **Who we are**

- Your community resource

## ☐ **What we support**

- Ongoing provider patient retention initiatives
- Marketing and Co-branding opportunities

## ☐ **What we offer**

- A bridge to better patient care
- Foster collaborative efforts with key providers

## ☐ **How do we support your initiatives**

- Sponsorships
- Identify key-experts for education purposes

# MCA Benefit Consultants

MCA BCs are here to support you, your staff, and your patients

## ☐ **Who we are**

- Medicare and Plan(s) Experts

## ☐ **What we support**

- Patient engagement and education
- Answer Medicare questions and serve as guides

## ☐ **What we offer**

- We engage, educate, and connect patients to our plan(s)
- We offer resources and tools

## ☐ **How do we support your initiatives**

- On-site engagement
- Secure lockbox services

# Q&A



# Thank You

[quintanac@mercycareaz.org](mailto:quintanac@mercycareaz.org)

