



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.

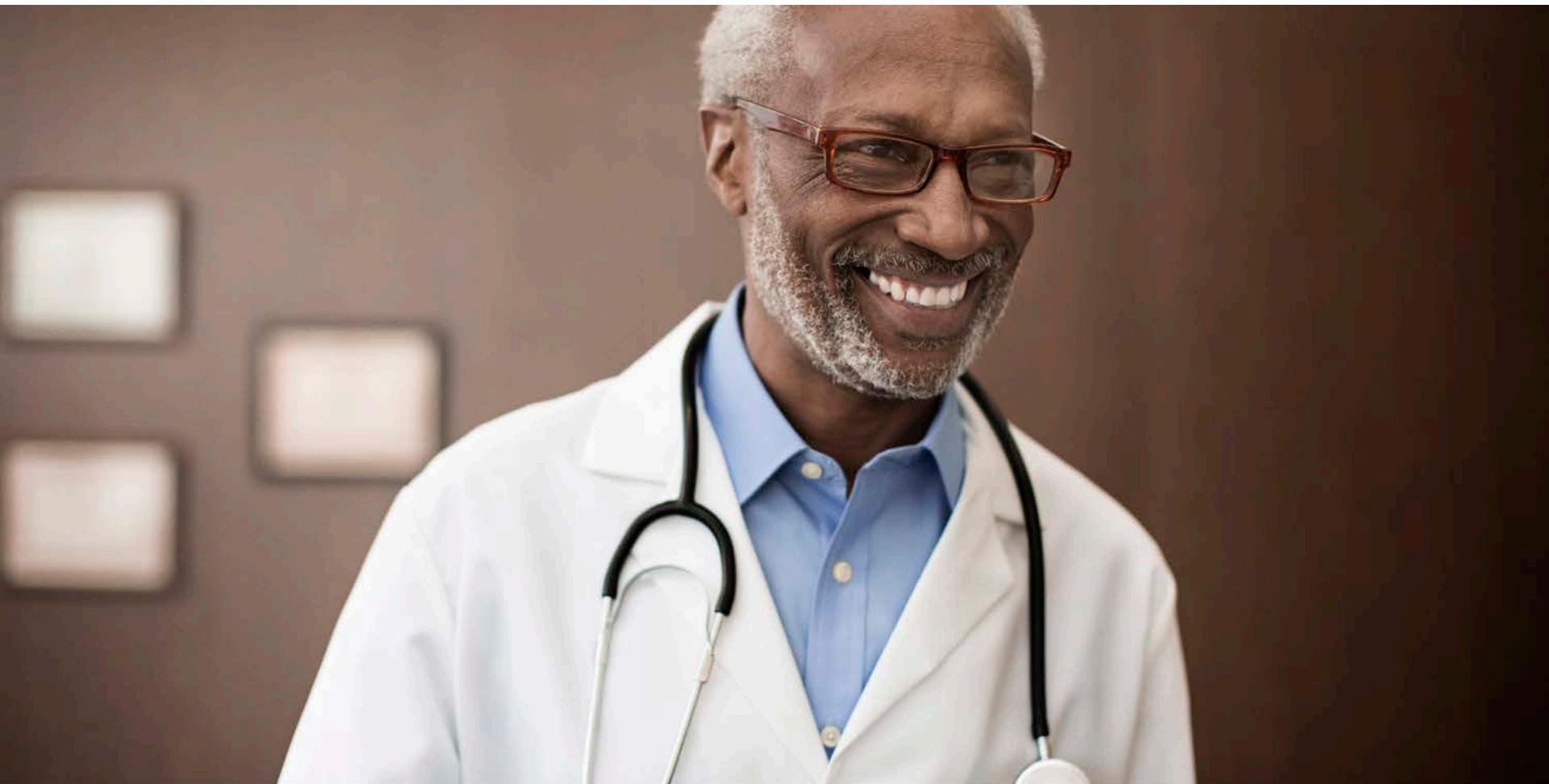


Member Experience

- 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

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