Thrive Mobile | mercy care

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THRIVE MOBILE & MERCY CARE · ARIZONA

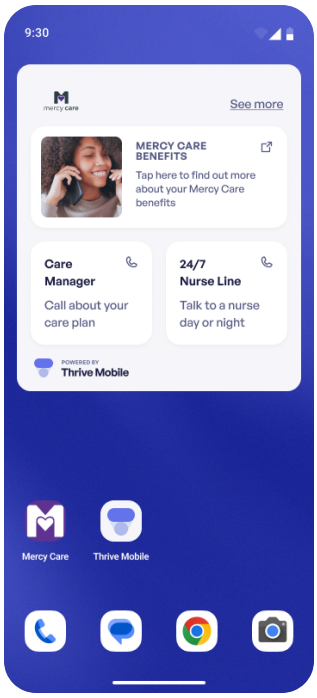
Thrive Mobile helps Mercy Care members get connected

Eligible Mercy Care members get a 5G smartphone with unlimited talk, text, and data at $0/month — plus pre-loaded resources that keep them connected to their care.

- **Free 5G smartphone**
- **$0 per month**
- **Unlimited talk, text & data**
- **Personalized health resources**

- **Members save over $300/year** — no contracts, no activation fees, no hidden charges.
- **Keep the number they know** — port an existing number or bring their own phone.
- **Connected to their health** — appointment reminders, weekly check-ins, and local resources.

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 device, plan, and member support end to end — no new workflow for your teams.
- Pre-loaded device with Mercy Care benefits, apps, and phone numbers on the member's home screen.
- Engagement and utilization reporting back to Mercy Care.

How members get connected

1. **Eligibility confirmed**
   Members are matched to an eligible line of business 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. **Device ships and activates**
   Thrive ships the phone, activates the line, and supports the member from there.

Eligible populations

Premium — Free 5G smartphone included

RBHA · ALTCS · Duals · Justice involved · Maternal / pregnancy · High ED utilizers

Basic — Bring your own device

Not a member of a premium population? Thrive still has all Mercy Care members covered — these members get **unlimited talk, text, and 5GB of data** when they bring their own device.

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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