



LONG-TERM CARE CONNECTION

Spring/Summer 2024

4 barriers to good health — and how Mercy Care can help

The road to good health can have many twists and turns. Roadblocks like not having access to healthy foods or a ride to the doctor's office can make it harder to take care of your health. These are called social determinants of health (SDOH). And many of them may be out of your control. That's why Mercy Care provides benefits designed to help you overcome these barriers.

Barriers story continued on page 2

NEED TO RENEW?

You must renew your Medicaid coverage every year. Look for your renewal notice in the mail. If you lost your coverage and are still eligible, you may be able to get your benefits back. Visit aet.na/sp24az-ltc-1 or scan the QR code below to learn more.





BARRIER 1 Transportation

Nearly 6 million people say that a lack of transportation keeps them from seeking medical care.

How we can help:

If you can ride the bus, we will send you bus tickets or passes at no cost to you. If you need a ride, call Mercy Care Member Services at least three days in advance to schedule your ride.

When you call, let Member Services know:

- The day, time, provider address and reason for your visit.
- If you have special needs, like a wheelchair or oxygen.
- If you have regular appointments for visits like dialysis. We can set up rides all at one time.

After your appointment, call **1-800-624-3879** to schedule return rides home. Mention you are a Mercy Care member.



BARRIER 2 Language

We know that not all members speak English as their first language.

That can make it hard to talk to your doctor or ask questions about your benefits.

How we can help:

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card or **1-800-385-4104** (TTY: **711**). You can also call **Member Services** for help.



BARRIER 3 Accessing care

Maybe you don't live near a doctor's office. Or you don't have time to go to an appointment. This can make it tough to get the care you need.

How we can help:

We offer telehealth services. You can talk to a provider via phone or video chat from the comfort of your own home, on your schedule. To find Telehealth providers, visit **mercycares.org/find-a-provider** and scroll down to the section "More help finding providers." Then click the "Telemedicine/telehealth provider visits" drop-down.

Have a medical problem after hours? We have a 24-hour nurse line. Call the phone number listed on your Member ID card. Choose the option to "speak with a nurse" for general health advice. They can help you decide where to go for care or how to treat your health problem at home.



BARRIER 4 Food access

In the greater Phoenix area, one in three people don't have regular access to healthy foods. If you or someone you know needs food assistance, help is available.

How we can help:

Arizona Food Bank Network is a statewide group of food banks, food pantries and agencies that offer food assistance and no-cost meals. Visit **azfoodbanks.org/get-food** or call **602-528-3434**.

Farm Express is a mobile produce market that provides affordable fruits and vegetables to people with little to no access to healthy food. Visit **mercycares.org/farmexpress** for a calendar of locations.

Check out your Member Handbook or visit **MercyCareAZ.org** to learn more about the benefits and services included in your health plan, as well as those not covered.

Get help with your benefits application or renewal

Benefit Eligibility Triage and Education (BETE) can help anyone in Arizona with their government-benefits eligibility questions. BETE is a no-cost public service offering education about government benefits. They can help with questions about Medicaid, Medicare, Veterans Administration (VA) assistance and Social Security benefits.

Finding answers to your questions isn't always easy. It can be frustrating to search many websites or deal with recorded phone messages. With BETE, you can talk to someone directly who can help you get the benefits you're qualified for.

Call **1-855-477-9896** or visit **aet.na/sp24az-ltc-4** to get support.



Integrated care: what to know

Integrated care means that a member needs only one health plan to get care for their mind and body. Mercy Care members can get their physical and behavioral health services from us. We offer integrated health services to all our members:

- Long-term care members
- ACC-RBHA members including members with a Serious Mental Illness (SMI) designation
- Members with a developmental disability
- Department of Child Safety Comprehensive Health Plan (Mercy Care DCS CHP) members

We also provide integrated services for Arizonans who are dually eligible for both Medicaid and Medicare with Mercy Care Advantage (D-SNP).

We are committed to providing our members with more options to get physical and behavioral health care and wellness services. We simplify access to care for members with complex care needs. If you have any questions or need services, call **Member Services**.



Dental care tips

Healthy teeth and gums don't just give you a beautiful smile. They're also key to your overall health.

Brush your teeth and clean between your teeth twice every day using fluoride toothpaste. Dentists often recommend a toothbrush with soft bristles to prevent too much pressure against your teeth. Use dental floss between your teeth. This prevents harmful bacteria from growing in your mouth.

Eating well is also key to a healthy mouth. Foods that are rich in calcium — including milk and yogurt — help keep your teeth strong. Limit foods that are high in sugar, such as soda. Sugar that stays on your teeth can lead to tooth decay.

Drink water with fluoride in it. Fluoride helps keep your teeth strong. In most cities, the best source of fluoridated water is the tap in your kitchen sink. Drinking water with fluoride may help prevent tooth decay.

Try to visit a dentist twice a year for regular checkups and cleanings. This is a covered service for members ages 20 and under. If you are age 21 or older, check your Member Handbook to see if dental

checkups are a covered service, or call Mercy Care Member Services.

A dentist is an important member of your care team. Visit **MercyCareAZ.org** to find an in-network dentist. Click “Find a provider” at the top of the home page. Select the “Find a dentist” option.

Introducing Mercy Care Health Assistant

Mercy Care Health Assistant offers helpful tools for managing your health in your daily life. You can use these resources through your computer, tablet or phone. Get personalized health plans to meet your needs and track your progress. Earn rewards for completing healthy activities. You can also browse the library of articles, videos and decision tools. Learn more at aet.na/sp24az-ltc-3

We want to hear from you! Join our Member Advisory Committee (MAC) to share your feedback and help us improve our services. Go to mercycaresaz.org/committees.html to find out how to join, or email oifateam@MercyCareAZ.org.

Medicare Part D

Prescription drug benefits for dual-eligible individuals

People who are eligible and enrolled in both Medicaid and Medicare are considered “dual-eligible” members. Once you are Medicare eligible, your Medicaid plan can no longer pay for your drugs. Dual-eligible people need to enroll in a Medicare plan that includes Part D drug coverage.

Medicare Advantage plans include coverage for Medicare covered services, Part D prescription drugs and other benefits not covered by Medicare. Some Medicare Advantage plans are Special Needs Plans. These plans include coverage for Medicare covered services, Part D prescription drugs and additional benefits. And they will coordinate with the Medicaid plan coverage a dual-eligible member has.

Mercy Care offers a Dual-Eligible Special Needs Plan, called Mercy Care Advantage. It includes Part D drug coverage. If you qualify for the ALTCS E-PD Medicaid program, live in a long-term care facility (like a nursing home) or get home and community-based services, you pay \$0 for covered drugs. With Part D coverage, you will pay a small amount for covered drugs.

If you live in a nursing home and have full Medicaid coverage, you pay nothing for covered drugs. If you don't join a Medicare plan that includes Part D drug coverage, Medicare will automatically enroll you in a stand-alone Medicare Part D prescription drug plan. People who are dual eligible can switch Medicare plans during certain times of the year.

Note: AHCCCS does not contract nor oversee the activities of any separate stand-alone Medicare Part D prescription drug plans.



Understand your pharmacy benefits

Mercy Care's List of Covered Drugs (“the Drug List” or formulary) tells you which prescription drugs and over-the-counter drugs and items are covered at participating network pharmacies.

The Drug List will tell you if there are any special rules or restrictions on any covered drugs. In these cases, you or your doctor or other prescriber must ask the plan to cover a drug by submitting required medical information.

Visit [MercyCareAZ.org/ltc/pharmacy.html](https://www.mercycareaz.org/ltc/pharmacy.html) to find out about our pharmacy management and updates. You can see which drugs are covered and any requirements for getting them. You can also see what your doctor needs to do if you want a medication that isn't covered.

Benefits at your fingertips. You can access your plan benefits from anywhere through your member portal. You can also use the Mercy Care app to see your benefits on the go. Visit [MercyCareAZ.org](https://www.mercycareaz.org) and select “Login” to get started!

HIV and pregnancy: why testing matters

Pregnant or thinking about having a baby? There's a lot you'll need to do to prepare. Here's one important thing you'll want to be sure to add to your to-do list: Get tested for HIV.

HIV, or human immunodeficiency virus, is the virus that causes AIDS. When you're pregnant, you can pass the virus on to your child during pregnancy or delivery. But if you know you are infected, you can take steps to keep your baby (and yourself) healthy.

Special medicines can help prevent passing the virus to the baby. These medicines work best when started early. But they can still help if used before labor begins.

HIV testing is encouraged for all pregnant people, even if you don't think you have HIV. HIV may not have any symptoms for years, so you could have it without knowing it.

Your Primary Care Physician (PCP) can test for HIV and other sexually transmitted infections (STIs). If the test is positive for any STI, your PCP can prescribe medication and help you find counseling. Testing, medication and counseling are provided at no cost to members.



Peer and family supports lend a helping hand

Trained peer support specialists assist members with their mental health recovery. These are mentors who can relate to your loved one. The peer support specialist can help families and their loved one address the member's social needs.

Peer support specialists know the recovery process because of their own lived experience. They receive training on how to engage people in services to support their recovery.

Peer support provides members:

- Resources to connect with the community
- Tools to use in times of crisis
- Help with treatment and wellness plans
- An advocate who will work with their clinical team

There are also family support specialists that educate and guide members and their families through the behavioral health system.

A family support specialist is an advocate. They help give a voice to the members and their family of choice. They give people the chance to explain their unique family situation. Also, they can connect members and their family with Mercy Care's other community partners that can provide services such as employment and housing support for members. These community partners are part of the treatment team that interacts with members and their families. **View the list of peer and family support providers.**

Peers and families play an important role in helping members be as healthy as possible. That is why Mercy Care works with the Arizona Peer and Family Coalition, an organization of peer and family member advocates. The coalition makes sure individuals and families have a say in the behavioral health policy decisions that affect their community.

Want to learn more about how to get involved? Or about peer and family support resources? Contact the Peer and Family Referral Center at referralhelp.org or email the Office of Individual and Family Affairs at OIFATeam@mercycares.org.

Get help quitting tobacco

Quitting tobacco products and vapes is one of the best things that you can do for your health. With help, you can double your chances of quitting successfully. And many resources are available at no cost to you.

The Arizona Smokers Helpline (ASHLine) is a great place to start. It offers coaching and resources to help people quit tobacco products and vapes. It can also give you information to help protect you and your loved ones from secondhand smoke. You don't need a referral to use the ASHLine.

Looking for more information to help you or someone you know quit?

- 1 Talk to your care manager, if you are part of Mercy Care's Care Management program.
- 2 Talk to your doctor or health care provider. They can prescribe medications that can help, or refer you to other programs and resources.
- 3 Call the Arizona Smokers Helpline (ASHLine) directly at **1-800-556-6222** or visit **ashline.org**.



Help for a behavioral health crisis

Mercy Care members can call the **Arizona Behavioral Health Crisis Line** 24 hours a day, 7 days a week. Call **1-844-534-HOPE (4673)** or text HOPE to **4HOPE (44673)**. Chat support is available at **crisis.solari-inc.org/start-a-chat**.

The Crisis Line staff can help:

- Provide crisis support over the phone
- Dispatch a crisis mobile team to support you
- Arrange transportation to take you somewhere safe
- Help you arrange counseling or a connection to your outpatient provider
- Provide options for dealing with urgent situations
- If you feel unsafe at home

Tribal crisis lines:

- San Carlos Apache Reservation: **1-866-495-6735**
- Gila River and Ak-Chin Indian Communities: **1-800-259-3449**
- Salt River Pima Maricopa Indian Community: **1-855-331-6432**
- Fort McDowell Yavapai Nation: **480-461-8888**
- San Lucy District of the Tohono O'odham Nation: **480-461-8888**
- Tohono O'odham Nation: **1-844-423-8759**
- Pascua Yaqui Tribe: Tucson **520-591-7206**; Guadalupe **480-736-4943**
- White Mountain Apache Tribe: **928-338-4811**
- Navajo Nation: **928-551-0508**

Veterans Crisis Line: **1-800-273-8255**, press 1

988 Suicide & Crisis Lifeline: **988**

National crisis text line: Text HOME to **741741**. Chat support is available at **crisistextline.org/text-us**.

Teen Lifeline: Call or text **602-248-TEEN (8336)**

If you need someone to talk to, call the Warm Line at **602-347-1100**. Get 24/7 support from trained Peer Support Specialists. *Always call 911 in life-threatening situations.*



Take advantage of your Member Handbook

Your Mercy Care Member Handbook has everything you need to know about your health plan, including:

- Benefit restrictions outside Mercy Care’s service area
- Copayments and other charges you may be responsible for
- How to file a complaint, grievance or appeal
- How we make decisions about your care (called Utilization Management)
- How we evaluate new technology as a covered benefit
- Notice of privacy practices
- Your member rights and responsibilities

The Member Handbook is updated every year. If there are major changes, we will send you a letter about it at least 30 days before the changes are effective.



Visit aet.na/sp24az-ltc-2 or scan the QR code to view your Member Handbook online. Prefer a hard copy? Call Member Services to have one mailed to you. Let us know if you need it in another language, a larger font or other formats.

LTC Connection is published for the members of Mercy Care.

4750 S. 44th Place, Suite 150,
Phoenix, AZ 85040.

This is general health information and should not replace the advice or care you get from your provider. Always ask your provider about your own health care needs.

Mercy Care is administered by Aetna Medicaid Administrators, LLC, an Aetna company.

Call Mercy Care Member Services Monday through Friday, 7 AM to 6 PM, at **1-602-263-3000** or **1-800-624-3879** (TTY 711).

Or call the 24-hour nurse line: **1-602-263-3000** or **1-800-624-3879**.

MercyCareAZ.org

Nondiscrimination Notice

Mercy Care complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Mercy Care does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Mercy Care:

- Provides no-cost aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides no-cost language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card or **1-800-385-4104 (TTY:711)**.

If you believe that Mercy Care has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with our Civil Rights Coordinator at:

Address: Attn: Civil Rights Coordinator
 4570 S. 44th Place, Ste. 150
 Phoenix, AZ 85040
Telephone: **1-888-234-7358 (TTY 711)**
Email: MedicaidCRCoordinator@MercyCareAZ.org

You can file a grievance in person or by mail or email. If you need help filing a grievance, our Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 1-800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

Multi-language Interpreter Services

ENGLISH: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card or **1-800-385-4104 (TTY: 711)**.

SPANISH: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que aparece en el reverso de su tarjeta de identificación o al **1-800-385-4104 (TTY: 711)**.

Navajo: Díí baa akó nínízin: Díí saad bee yánífti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, kojí' hódíílnih **1-800-385-4104 (TTY 711)**.

CHINESE: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電您的 ID 卡背面的電話號碼或 **1-800-385-4104 (TTY: 711)**。

VIETNAMESE: CHÚ Ý: nếu bạn nói tiếng việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi số có ở mặt sau thẻ id của bạn hoặc **1-800-385-4104 (TTY: 711)**.

ARABIC: ملحوظة: إذا كنت تتحدث باللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم الموجود خلف بطاقتك الشخصية أو على **1-800-385-4104 (للصم والبكم: 711)**.

TAGALOG: PAUNAWA: Kung nagsasalita ka ng wikang Tagalog, mayroon kang magagamit na mga libreng serbisyo para sa tulong sa wika. Tumawag sa numero na nasa likod ng iyong ID card o sa **1-800-385-4104 (TTY: 711)**.

KOREAN: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 ID 카드 뒷면에 있는 번호로나 **1-800-385-4104 (TTY: 711)** 번으로 연락해 주십시오.

FRENCH: ATTENTION: si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le numéro indiqué au verso de votre carte d'identité ou le **1-800-385-4104 (ATS: 711)**.

GERMAN: ACHTUNG: Wenn Sie deutschen sprechen, können Sie unseren kostenlosen Sprachservice nutzen. Rufen Sie die Nummer auf der Rückseite Ihrer ID-Karte oder **1-800-385-4104 (TTY: 711)** an.

RUSSIAN: ВНИМАНИЕ: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Позвоните по номеру, указанному на обратной стороне вашей идентификационной карточки, или по номеру **1-800-385-4104 (TTY: 711)**.

JAPANESE: 注意事項:日本語をお話になる方は、無料で言語サポートのサービスをご利用いただけます。IDカード裏面の電話番号、または**1-800-385-4104 (TTY: 711)**までご連絡ください。

PERSIAN: اگر به زبان فارسی صحبت می کنید، به صورت رایگان می توانید به خدمات کمک زبانی دسترسی داشته باشید. با شماره درج شده در پشت کارت شناسایی یا با شماره **1-800-385-4104 (TTY: 711)** تماس بگیرید.

SYRIAC: ملحوظة: إذا كنت تتحدث باللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم الموجود خلف بطاقتك الشخصية أو على **1-800-385-4104 (للصم والبكم: 711)**.

SERBO-CROATIAN: OBAVEŠTENJE: Ako govorite srpski, usluge jezičke pomoći dostupne su vam besplatno. Pozovite broj na poleđini vaše identifikacione kartice ili broj **1-800-385-4104 (TTY – telefon za osobe sa oštećenim govorom ili sluhom: 711)**.

SOMALI: FEEJIGNAAN: Haddii af-Soomaali aad ku hadasho, adeegyada gargaarka luqadda, oo bilaash ah, ayaad heli kartaa. Wac lambarka ku qoran dhabarka dambe ee kaarkaaga aqoonsiga ama **1-800-385-4104 (Kuwa Maqalka ku Adag 711)**.

THAI: ข้อควรระวัง: ถ้าคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทรติดต่อหมายเลขที่อยู่ด้านหลังบัตร ID ของคุณ หรือหมายเลข **1-800-385-4104 (TTY: 711)**