



Important! 2023 Mercy Care Advantage information

Effective January 1, 2023, the Mercy Care Advantage (MCA) benefits and Formulary are changing. Our supplemental benefits have been enhanced. The Formulary changes include some drugs being removed and new drugs being added. Certain drugs require prior authorization or have quantity limits applied. If you are currently taking medications, please review the 2022 MCA Formulary before January 1, 2023. If any of your drug(s) are affected, please contact your doctor right away to discuss.

Learn more about the 2023 Mercy Care Advantage benefits and Formulary changes by looking at the MCA plan materials available on our website at www.MercyCareAZ.org. You can also request for MCA plan materials to be mailed to you. Please contact Member Services at **602-586-1730** or **1-877-436-5288**, (TTY **711**) to make this type of request or for help with your MCA benefit and Formulary questions.

We're here to help!

Mercy Care Advantage (HMO SNP) Member Services is available to assist you 8:00 a.m. – 8:00 p.m., 7 days a week. Member Services can help you with questions about your Mercy Care Advantage plan benefits and how to access covered services. They can also assist in finding network providers and pharmacies near you. Call us at **602-586-1730** or **1-877-436-5288** (TTY **711**). You can also get information about Mercy Care Advantage on our website, www.MercyCareAZ.org.

Language and interpretation services

Mercy Care Advantage can help arrange interpreter services for your health care visits at no cost to you. If you need an interpreter who speaks your language or a sign language interpreter because you are deaf or have difficulty hearing, we can help. We can also provide MCA plan materials in alternate languages or formats. Please call Member Services for assistance at **602-586-1730** or **1-877-436-5288** (TTY **711**).

Clinical guidelines

To help provide Mercy Care Advantage members with consistent care, we have chosen certain clinical guidelines to help our providers. These are treatment protocols for specific conditions as well as preventive health guidelines.

These guidelines are intended to clarify standards and expectations. They should not:

- Come before a provider's responsibility to provide treatment based on the member's individual needs.
- Substitute as orders for treatment of a member
- Guarantee coverage for payment for the type or level of care proposed or provided.

The evidence-based guidelines we have adopted can be found on www.MercyCareAZ.org.



Flu season is here again

The single best way to avoid the flu is to get a flu vaccination every year

Influenza is a virus, and like we have seen with COVID, viruses can change. That means every season we need to protect ourselves by getting a flu shot. If you are 65 years or older or have a chronic condition you are at a higher risk of getting very ill from the flu. This can lead to a hospital stay, or even death.

Things you can do to protect yourself:

- Avoid close contact with people who are sick.
- Wash your hands often using soap and water.
- Avoid touching your eyes, nose, or mouth.
- Get plenty of sleep, eat a balanced diet, and stay active.
- Clean and disinfect surfaces and objects.

Source: CDC

- <https://www.cdc.gov/flu/season/faq-flu-season-2021-2022.htm>
- <https://www.cdc.gov/flu/highrisk/65over.htm>

Important immunization information

Your Mercy Care Advantage plan includes coverage for immunizations covered by Medicare Part B, such as the Flu, Pneumonia, Hepatitis B, and COVID-19 vaccines, including the COVID booster. These vaccines are covered for a \$0 copay.

Additional vaccines are covered under Medicare Part D, such as Hepatitis A, Meningococcal, Measles, Mumps, Rubella (MMR), Shingles, Tdap (Tetanus, Diphtheria & Pertussis). Effective January 1, 2023 these vaccines are covered for a \$0 copay.

The Mercy Care Advantage pharmacy network includes retail pharmacies approved to administer these vaccines, so talk to your primary care physician about which vaccines you may need.



Have you been screened for colorectal cancer?

Mercy Care Advantage wants to be sure you are getting the preventive care that you need. Colorectal cancer screenings typically start at age 45. Your risk of colon cancer increases with age. You can reduce your risk by getting regular screenings, which can find colon cancer when it is small and treatable.

Mercy Care Advantage has partnered with Sonora Quest Lab this year to make your screening easily accessible to you. The FIT (Fecal Immunochemical Test) test is a screening that is done yearly. It's one of the easiest screening methods to complete. This test is available on the Sonora Quest Lab patient portal and you can order it directly from them. Request a FIT kit from Sonora Quest Lab at: **KitRequest.SonoraQuest.net/MercyCare/**.

Please don't let the changes we faced in the past few years, stop the care that you need. There are different types of colorectal cancer screenings. Talk with your doctor to find the right one for you. It might just save your life!

Find out about Medicare benefit or service changes

The Centers for Medicare and Medicaid Services (CMS) sometimes makes changes to benefits or services covered by Original Medicare. These changes are called National Coverage Determinations (NCDs). You can find the latest information about these changes by going to our website at **www.MercyCareAZ.org**. You can also call us at **602-586-1730** or **1-877-436-5288** (TTY **711**), 8:00 a.m. – 8:00 p.m., 7 days a week.

Model of Care evaluation

As a Dual-Eligible Special Needs Plan (D-SNP), we are required to have a Model of Care. To obtain details related to the latest Model of Care evaluation, please visit **www.MercyCareAZ.org**.

This information is not a complete description of benefits. Contact the plan for more information. You must receive all routine care from plan providers. This is general health information and is not meant to replace care or advice you get from your doctor. Always ask your doctor or other health care provider for information about your own health care needs.