Mercy Care Health Assistant

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Mercy Care Health Assistant

Member Engagement, Improved Health and Overall Quality

https://mercycarehealthassistant.healthmine.com/

- A tool offered by Mercy Care/Mercy Care Advantage that provides members:
  - A personalized health action plan
  - Rewards and incentives (for applicable programs)
  - Access to educational information
  - The ability to complete their Health Risk Assessment (HRA) digitally
  - Digital surveys to provide information to Mercy Care on your experiences with your health care services and providers
  - Health tracker (nutrition, weight, blood pressure & activity)
  - Secure messaging with the health plan

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Mercy Care Rewards & Incentives Program – 2024

*Not all members will be eligible for a reward/incentive – eligibility applies

Health Action	Incentive Amount
Breast Cancer Screening	$30
Cervical Cancer Screening: ACC-RBHA members only	$30
Child & Adolescent Well Care Visits	$25
Well-Child Visits in the first 15 months of life	$10/visit up to 6
Well-Child Visits between 15-30 months of life	$25/visit up to 2
Prenatal Care	$100 for first prenatal visit within 1st trimester or 42 days of enrollment and 10+ total prenatal visits
Postpartum Care	$30
Colorectal Cancer Screening: MCA members only	$30
Annual Wellness Visit: MCA members only	$20
Health Risk Assessment Completion: MCA members only	$25

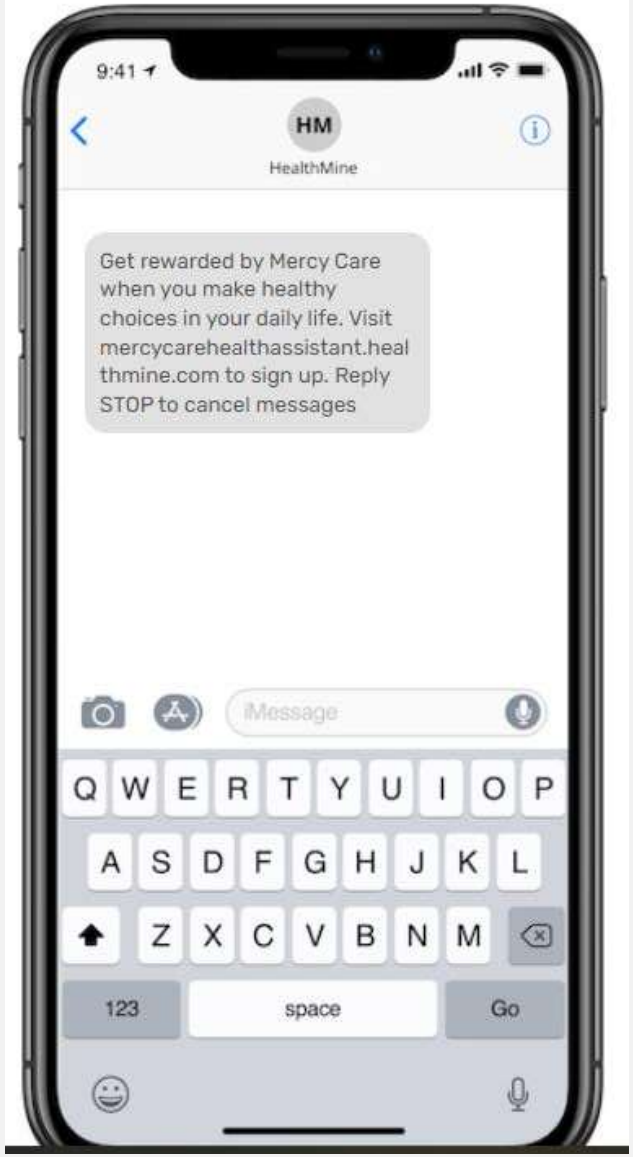
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Health Action	Required Action
Breast Cancer Screening	For female members 50-74 years of age: Completion of a mammogram between January 1-December 31, 2024
Cervical Cancer Screening: ACC-RBHA members only	For female members 21-64 years of age: Completion of a PAP test between January 1-December 31, 2024
Child & Adolescent Well Care Visits	For members 3-21 years of age: Completion of a well child visit (EPSDT visit) between January 1-December 31, 2024
Well-Child Visits in the first 15 months of life	For members 0-15 months of age: Completion of six well child visits (EPSDT visits) between January 1-December 31, 2024. (Each visit, up to six, is eligible for a reward)
Well-Child Visits between 15-30 months of life	For members 15-30 months of age: Completion of two well child visits (EPSDT visits) between January 1-December 31, 2024. (Each visit, up to two, is eligible for a reward)
Prenatal Care	For pregnant members: Completion of their first prenatal visit within 1st trimester or 42 days of enrollment and 10 or more total prenatal visits during their pregnancy
Postpartum Care	For postpartum members: Completion of at least one postpartum visit with 7-84 days after delivery

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Health Action	Required Action
Colorectal Cancer Screening: MCA members only	For Mercy Care Advantage members 50-75 years of age: Completion of a screening for Colorectal Cancer (including at-home fecal occult blood test or stool DNA test, Colonoscopy, CT Colonography or Flexible Sigmoidoscopy) between January 1-December 31, 2024
Annual Wellness Visit: MCA members only	For Mercy Care Advantage members: Completion of a Medicare Annual Wellness Visit between January 1-December 31, 2024
Health Risk Assessment Completion: MCA members only	For Mercy Care Advantage members: Completion of a Health Risk Assessment through the Mercy Care Health Assistant portal, via mail or with a Mercy Care Case or Care Manager between January 1-December 31, 2024

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Healthy Actions Deserve Rewards

Hi {{member_first_name}},

Did you know your healthy choices can earn you gift cards from local stores and merchandise from popular brands? Just sign up with Mercy Care Health Assistant to complete activities chosen just for you. You may be able to **earn up to {{Total_Rewards_Available}}.**

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Sign up today to:

- View your personal health to-do list
- Connect your Apple Watch, Garmin®, Fitbit®, and other supported wearables and devices
- Browse the library of articles and videos related to better managing your health and conditions
- Redeem rewards instantly

Sign Up Today

Ready to Earn Rewards?

To sign up, visit **mercycarehealthassistant.healthmine.com**. You will need your member ID card, date of birth, and email address to set up an account.

We Look Forward to Supporting You on Your Health Journey!

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Sign Up to Earn Rewards!

Hi [Member First Name],

Thank you for being a Mercy Care member! We value your membership and want to help you achieve your health goals.

Did you know your healthy choices can earn you gift cards from local stores and merchandise from popular brands? Sign up with Mercy Care Health Assistant to complete activities chosen just for you.

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Sign up today to:

- View your personal health to-do list
- Connect your Apple Watch, Garmin®, Fitbit®, and other supported wearables and devices
- Browse the library of articles and videos related to better managing your health and conditions
- Redeem rewards instantly

Ready to Earn Rewards?

To sign up, visit **mercycar.es/healthasst**. You will need your member ID card, date of birth, and email address to set up an account.

1. Tell us a little about yourself
2. Select your preferences
3. Create your password
4. Start earning rewards

Scan with your phone's camera to sign up

We look forward to supporting and guiding you on your health journey!

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Introducing Mercy Care Health Assistant



With Mercy Care, taking care of your health has never been more rewarding. Members can earn rewards for making healthy choices through Mercy Care Health Assistant. **It is all part of our pledge to improve your health and well-being.**

How Does It Work?

First, you need to sign up for the Mercy Care Health Assistant.
All you have to do is:

- Visit **mercycar.es/healthasst** and select Register Now.
- You will need your member ID card, date of birth and email address to make your account.
- You can also call **1-866-257-5544** (TTY: **711**) to sign up over the phone. You can reach us from 7 a.m. - 7:30 p.m. AZ local time, Monday – Friday, excluding holidays.

Scan with your phone's camera to sign up

Earn gift cards from your favorite local stores.

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Supporting Your Healthy Choices

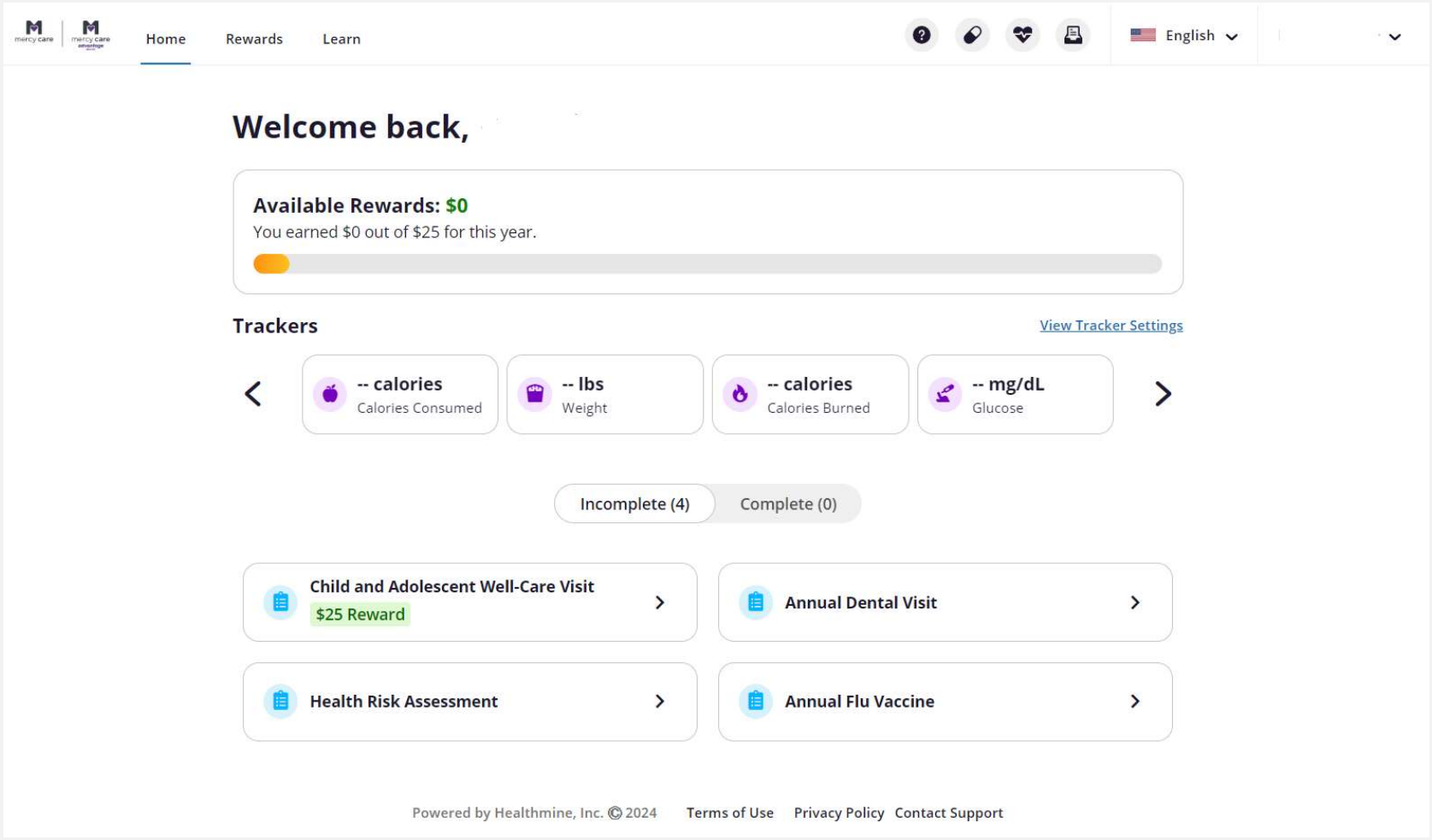
Mercy Care Health Assistant also offers helpful tools for managing your health in your daily life. You can access these resources through your computer, tablet, or phone.

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- **To-Do List**: List of personalized activities for you to complete to improve your health while earning rewards.
- **Rewards Redemption**: Pick gift cards right in the app and have it sent directly to you via email or physical mail.
- **Health Education**: Extensive library of articles, videos, decision tools, and more to guide you on your journey to better health.
- **Tracking Progress**: Connect your Apple Watch, Garmin®, FitBit®, and other supported wearable devices to track your health and activity levels.
- **Your Health Information**: View your prescription record, select your preferred language, set your communication preferences and more.

Learn more at **mercycar.es/healthasst** or call Mercy Care Health Assistant Customer Service at **1-866-257-5544** (TTY: **711**) from 7 a.m. - 7:30 p.m. AZ local time, Monday – Friday, excluding holidays.

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Notification Settings

Email

By providing your email address you consent to receive emails from Mercy Care and/or Healthmine on behalf of Mercy Care. You may opt out at any time. Please note that if you do opt out Mercy Care and/or Healthmine on behalf of Mercy Care may still send you non-promotional notification emails related to your account or health plan.

Text Messages

By consenting to receive text messages you understand that you may receive text messages from Mercy Care and/or Healthmine on behalf of Mercy Care. You further consent to understanding that text messaging may have associated privacy and security risks of unauthorized disclosures. Mercy Care and Healthmine will not text protected health information (PHI). Message and data rates may apply. You may opt out at any time. Consent is not a condition of purchase and may be revoked at any time.

What's your preferred communication method?

Email | Text Messages

Phone | Mail

Update Preferences

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Child and Adolescent Well-Care Visit

$25 Reward

0% Complete

View History

Overview

Has your child had their yearly well-child visit?

Well-child visits are due every year until your child is 21 years old. Well-child visits are necessary to help track the wellness and development of your child.

What to expect during well-child visits?

- Record height and weight
- A physical exam (i.e., listen to heart, lungs, etc.)
- Monitor growth and development
- Tests/screenings (i.e., Vision, hearing, if needed)
- Shots (if needed)
- Opportunity for you and your child to discuss health problems, school problems, etc.
- Talk to the doctor if your child is sad or stressed.

What to do next?

1. Schedule and go to all your child's doctor visits.
2. You and your doctor will work together to get the best health care for your child.

We're here when you need help
Do you need help with finding or changing their doctor? Do you need help scheduling their appointment or finding a ride? If so, you can call Member Services for help. Mercy Care Member Services is available Monday through Friday, 7 a.m. to 6 p.m. at **602-263-3000** or **1-800-624-3879** (TTY: **711**).

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To-Do

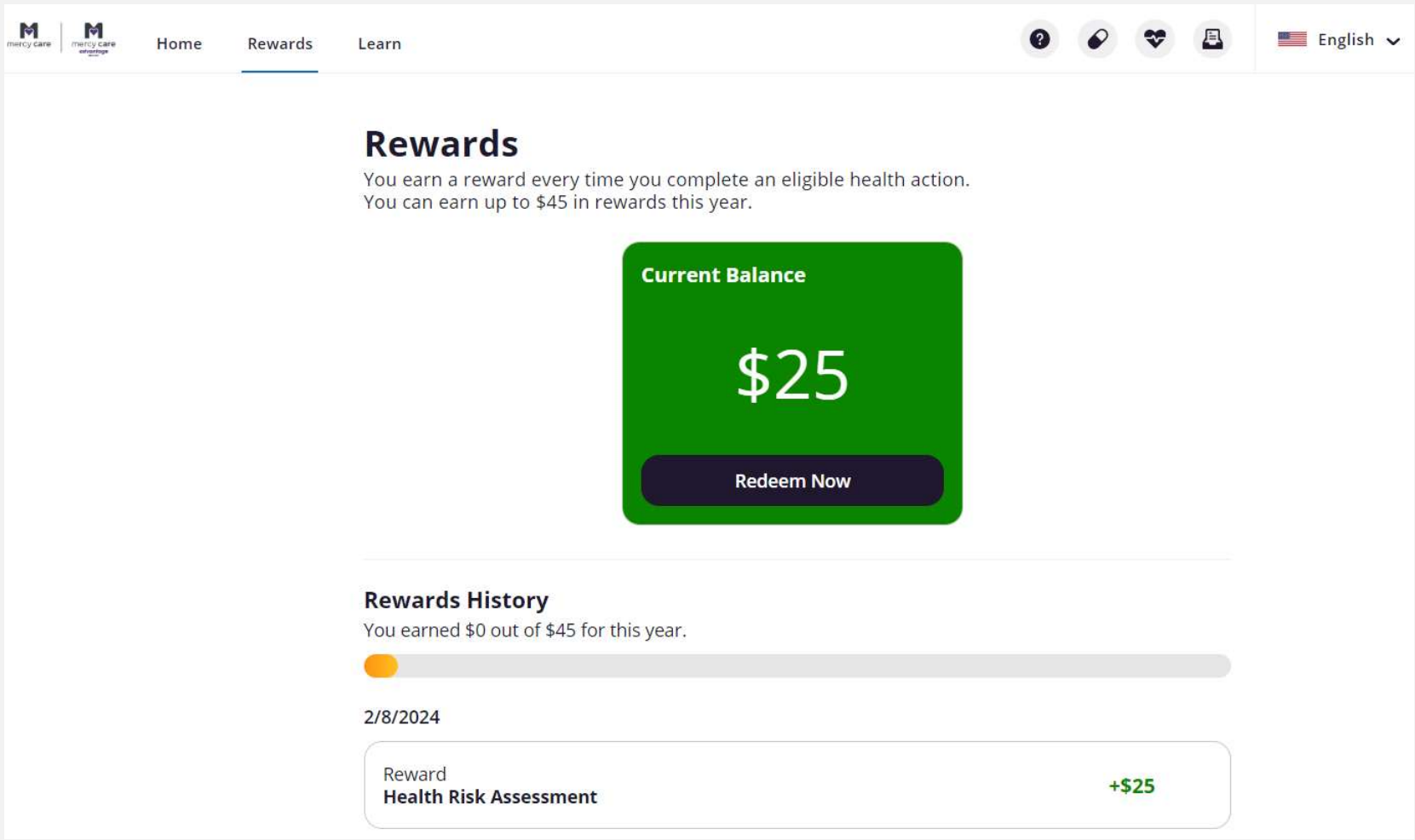
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Confirm Completion

Complete your child and adolescent well-care visit. We'll use information from your health plan to verify it's complete.

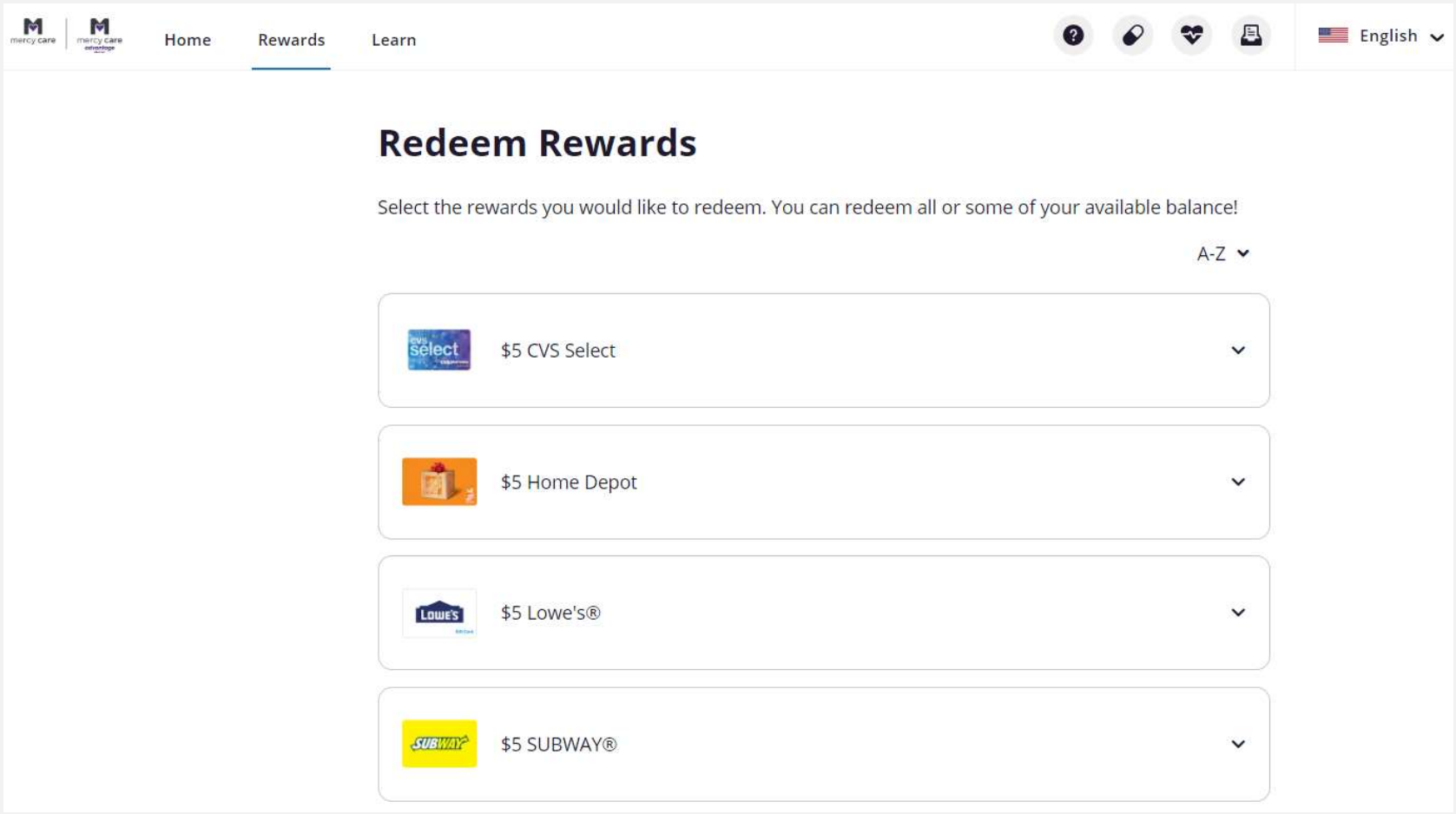
Complete Form

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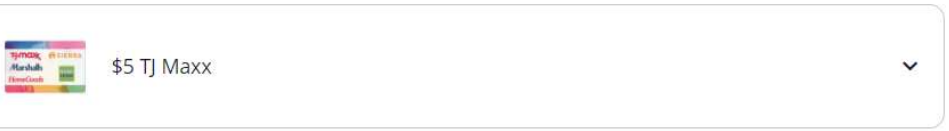
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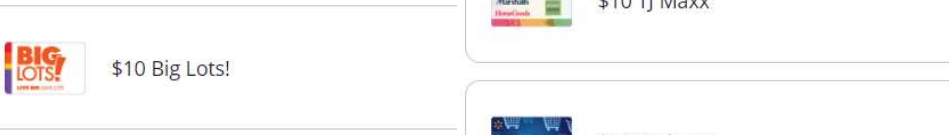


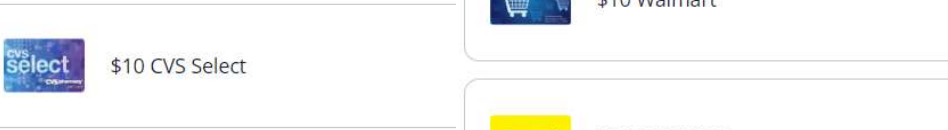
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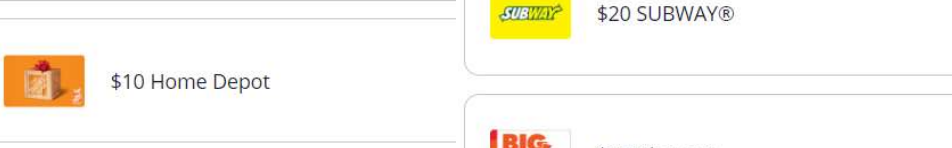
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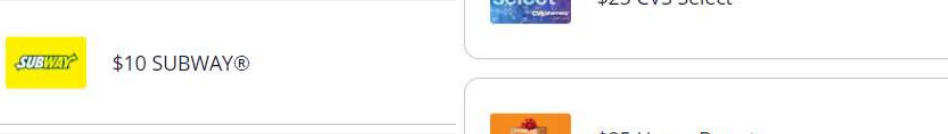




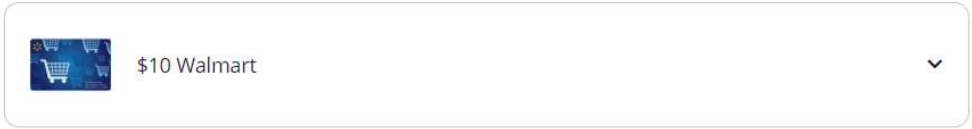


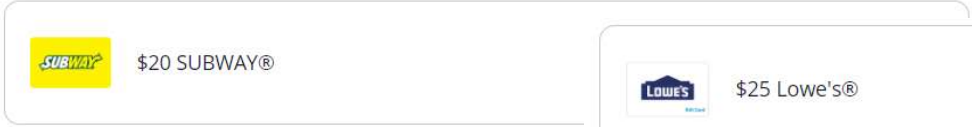




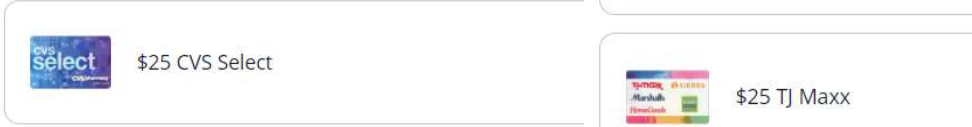


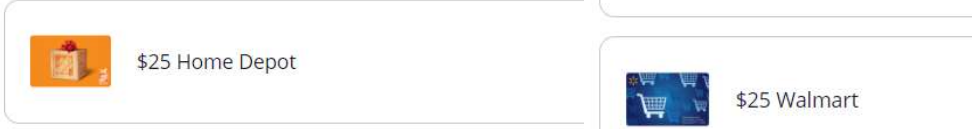


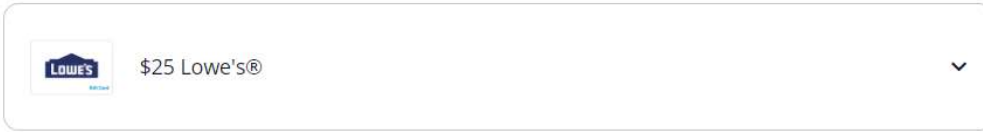


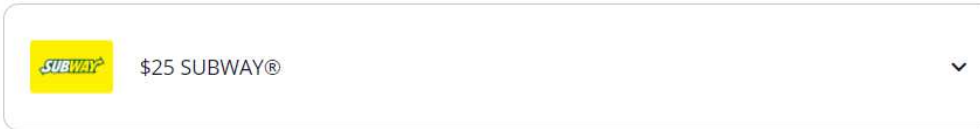




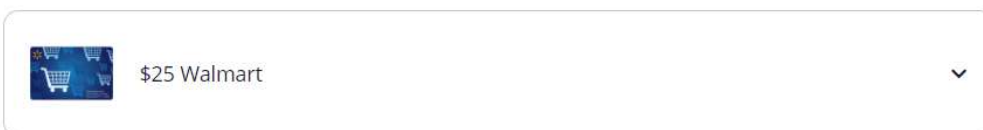






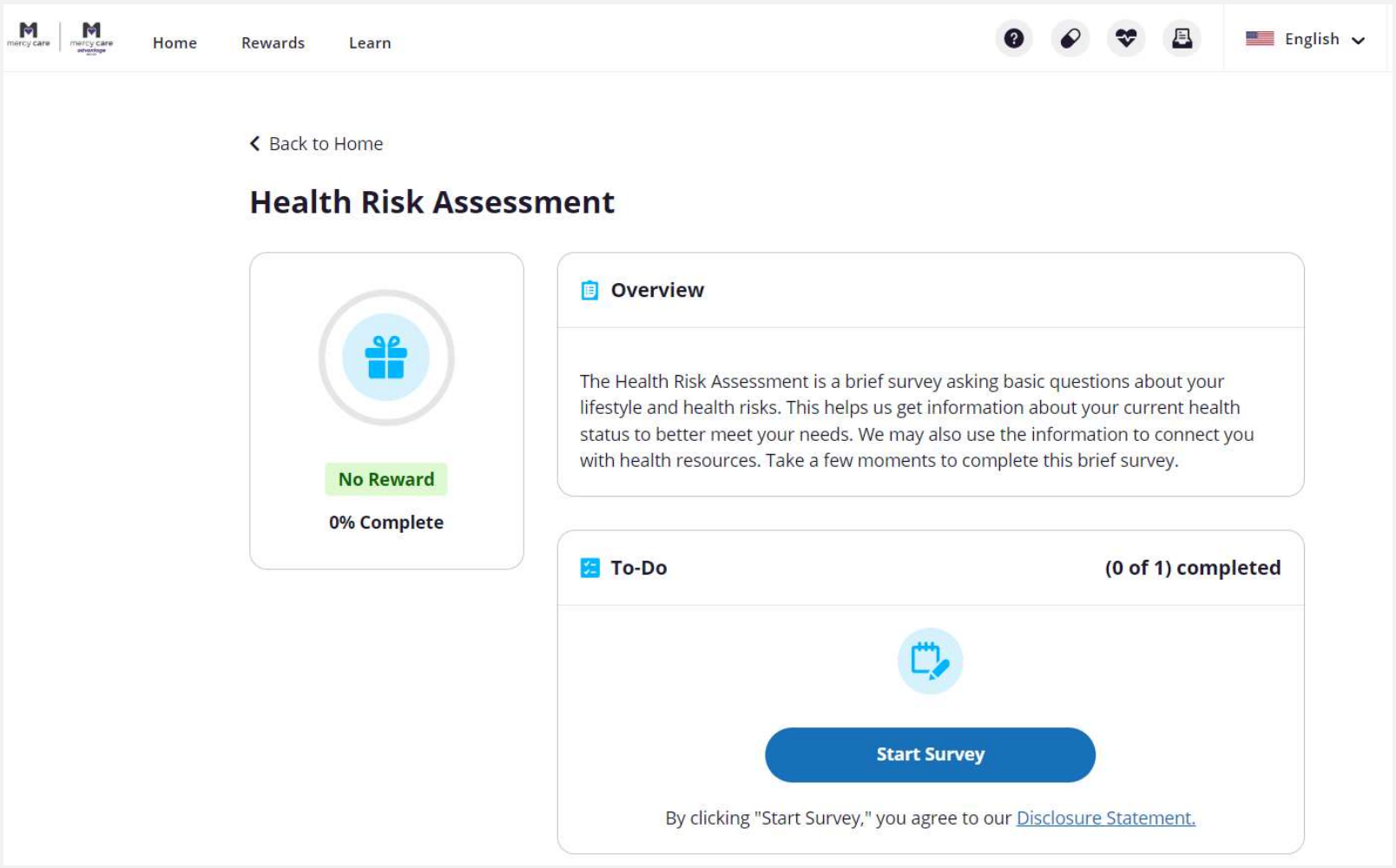






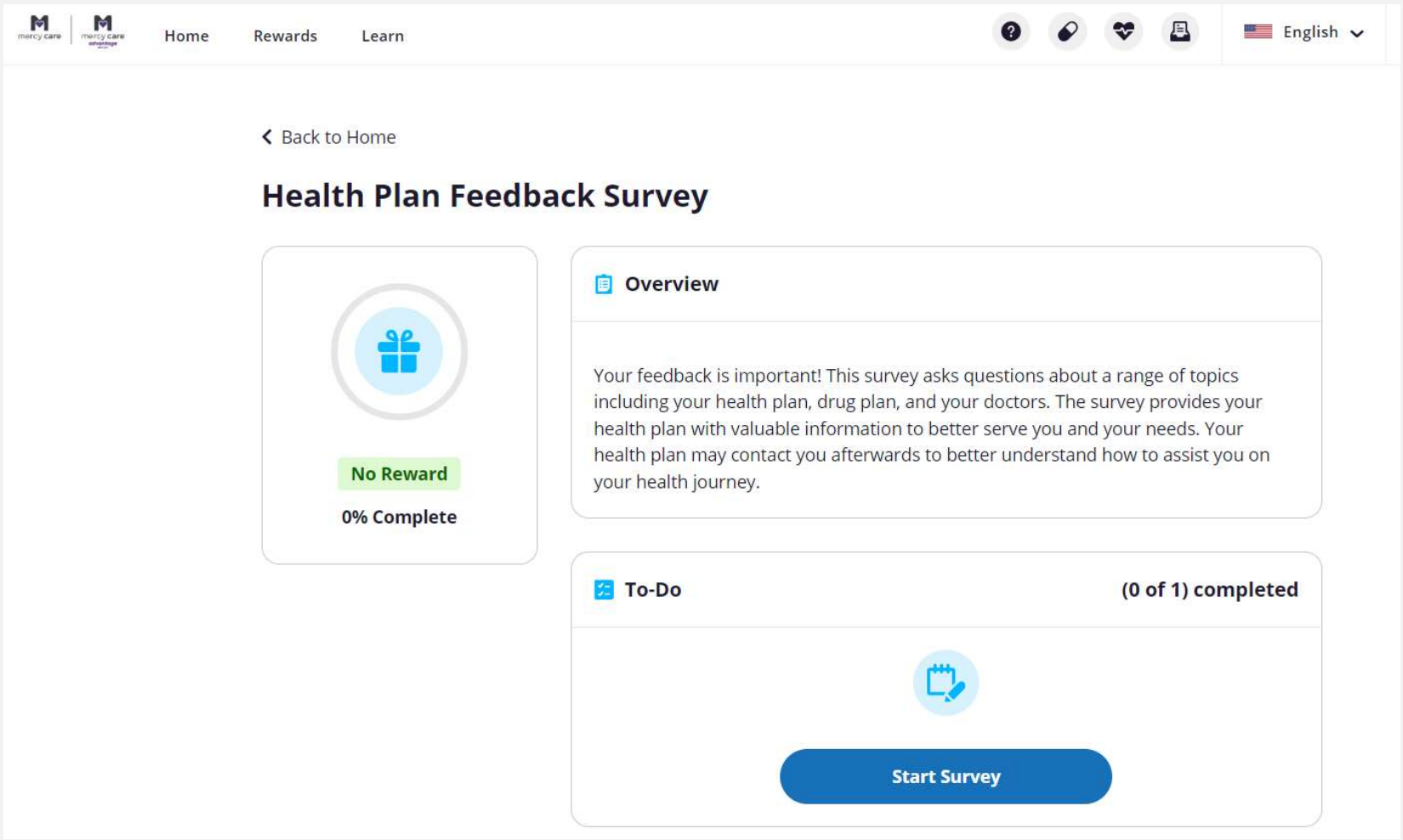
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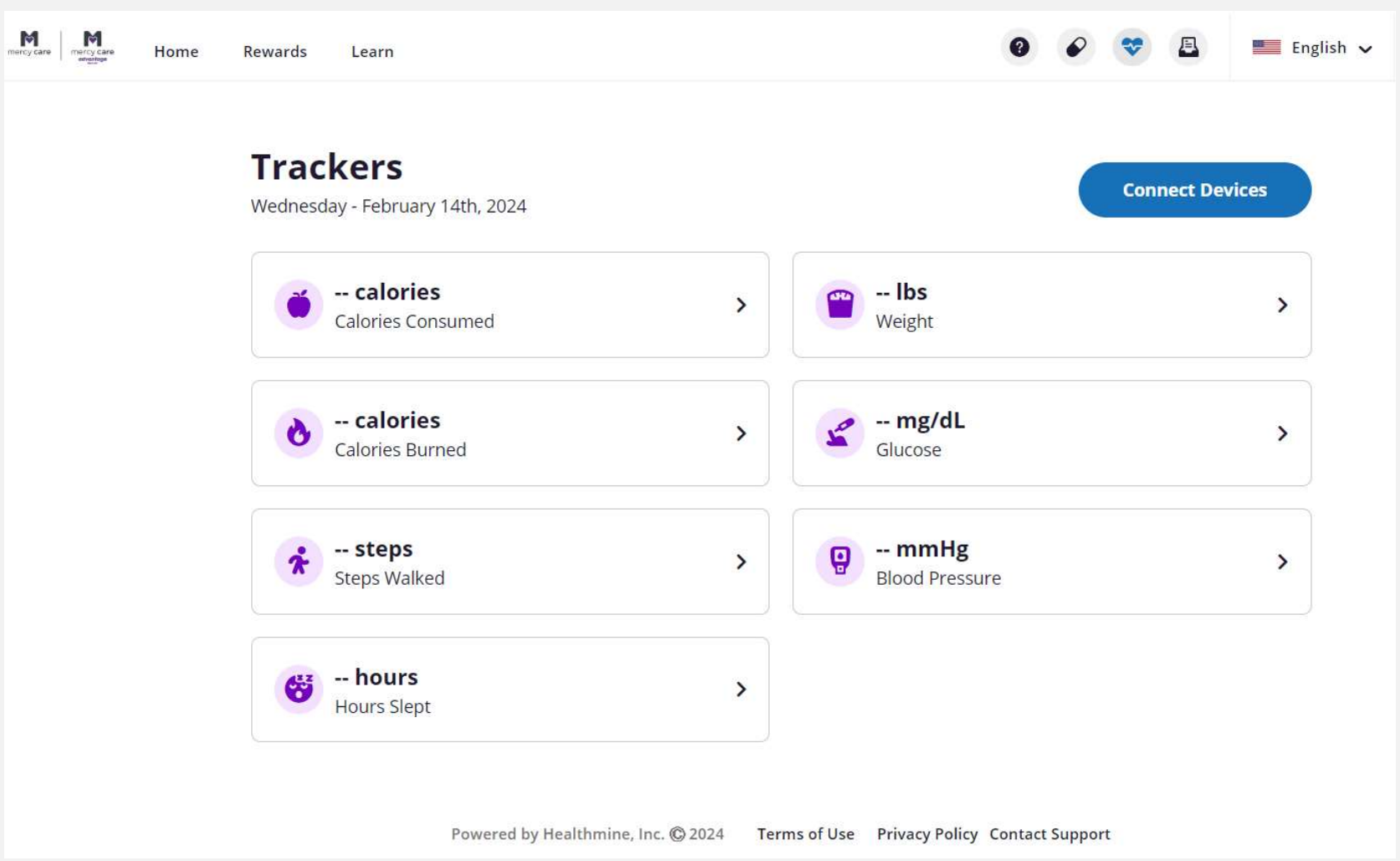
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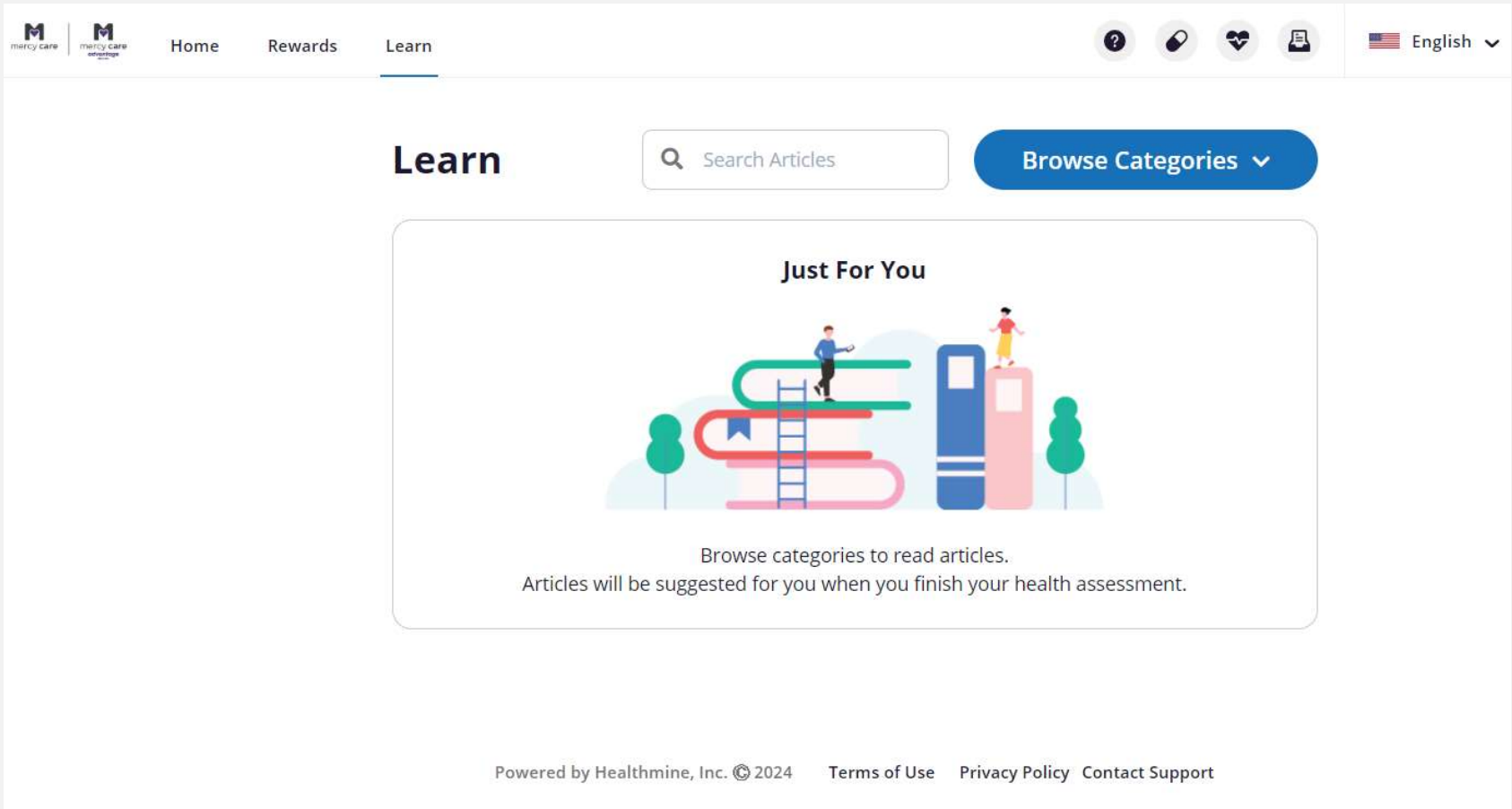
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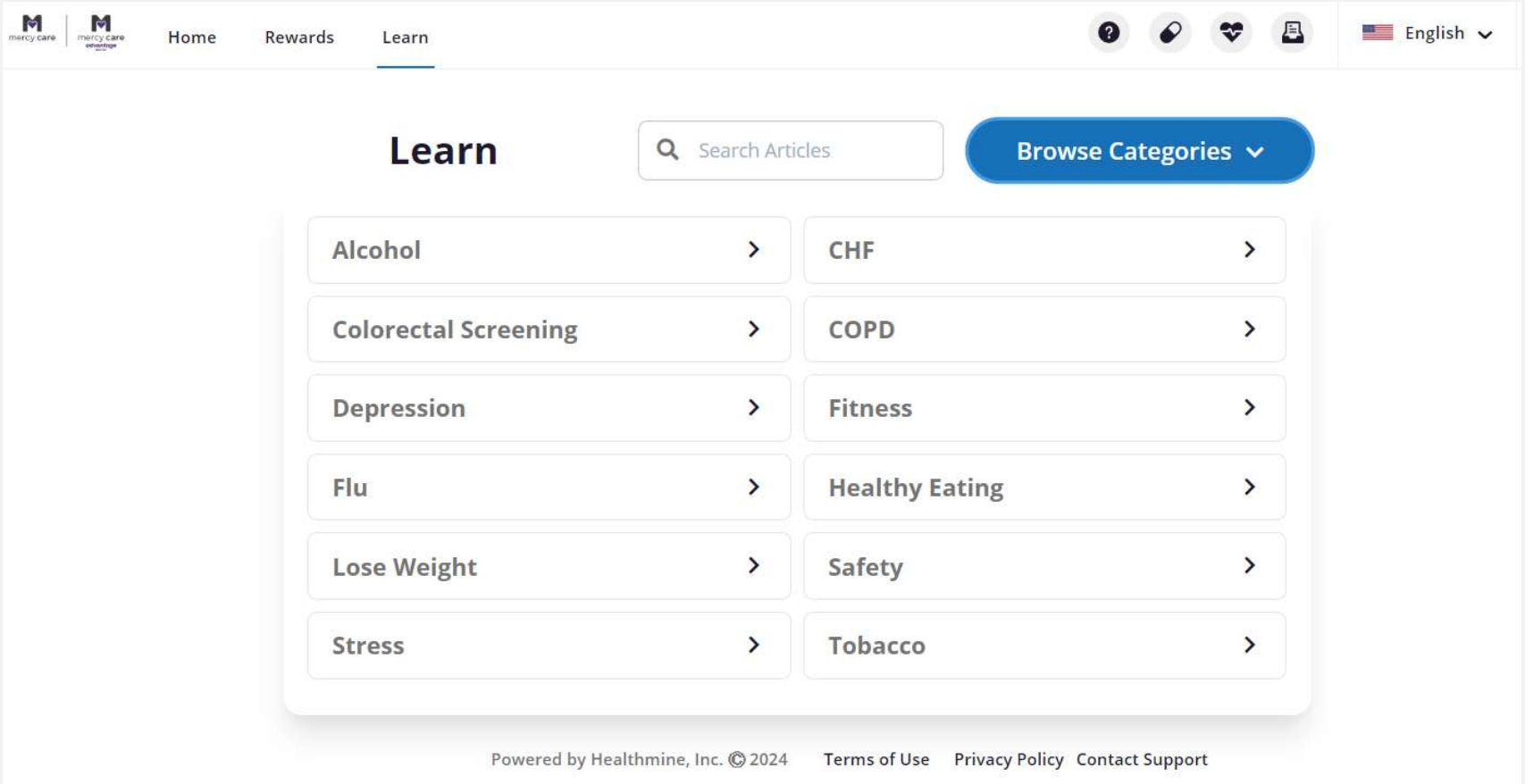
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Children's Health

Learn about children's health

Children grow and change so quickly. Our Growth and Development topics can tell you what to expect at each stage of childhood. And our health topics can help you care for them when they're sick.



You can find information you need to keep your child healthy and thriving in topics such as:

Health and Safety, Ages 2 to 5 Years.

Healthy Eating for Children.

Healthy Habits for Kids.

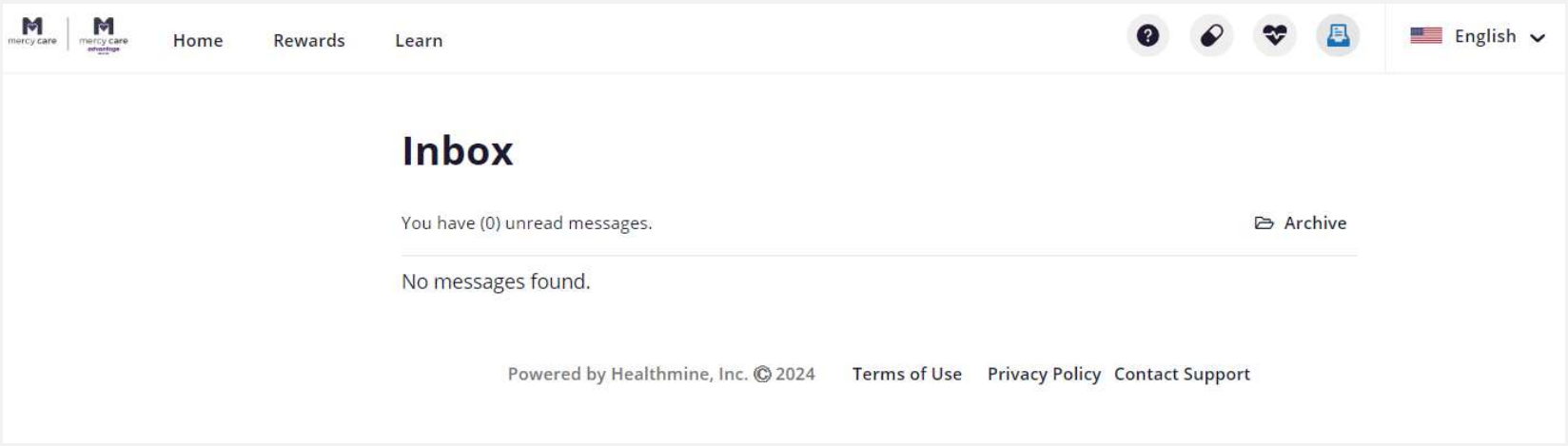
Asthma in Children.

Immunizations.

Depression in Children and Teens.

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