

Mobile application user guide

With the Mercy Care mobile application, you can get on demand access to the tools you need to stay healthy. Find a doctor, access member resources, or change your Primary Care Provider (PCP) at any time, from anywhere. It's easy. Just download the app to your mobile device or tablet.

Mobile app features

- Find a Provider
- View your claims
- Access valuable member resources
- Message Member Services for questions or support
- Update your phone number, address and other member details

Download App

To get the mobile app, you can download it from **Apple's App Store** or **Google's Play Store**. It's free to download. This app is available on certain devices and operating systems (OS).



To access any of the menu items, **you will need to register.**

- If you have registered for the Member Portal on your health plan's website you are already registered.
- If you have not, you can register through the app.
- Just have your member ID card with you to register.



Device	OS Version
All Apple Devices	7.1 and above
All Android Devices	4.2 and above



Table of Contents

1.	Splash page.....	3
2.	Sign in	3
3.	Welcome pages.....	4
4.	Menu	4
5.	Find a Provider.....	5
5.1	Search Results.....	5
6.	My Medications.....	6
6.1	My Pharmacy Claims.....	6
6.2	Pharmacy Claim Results.....	6
7.	Member Resources	7
7.1	Member Handbook	7
7.2	App User Guide	7
7.3	Health Resources	7
8.	My Profile	8
9.	My Claims.....	8
9.1	Claims Results	8
10.	About Us.....	9
11.	Log Out.....	9

1. Splash Page



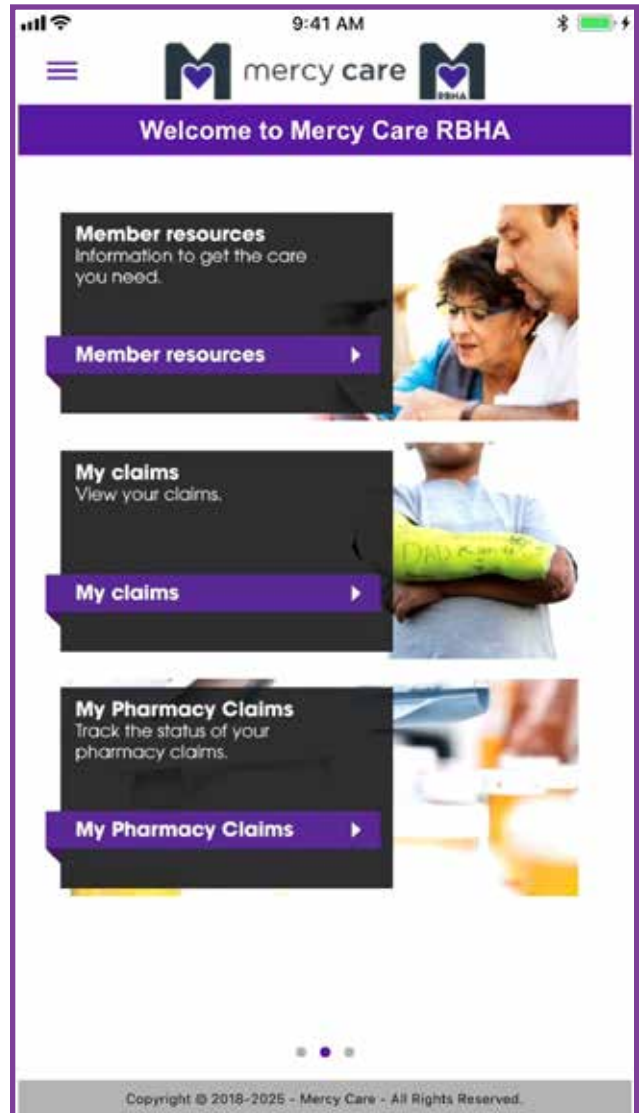
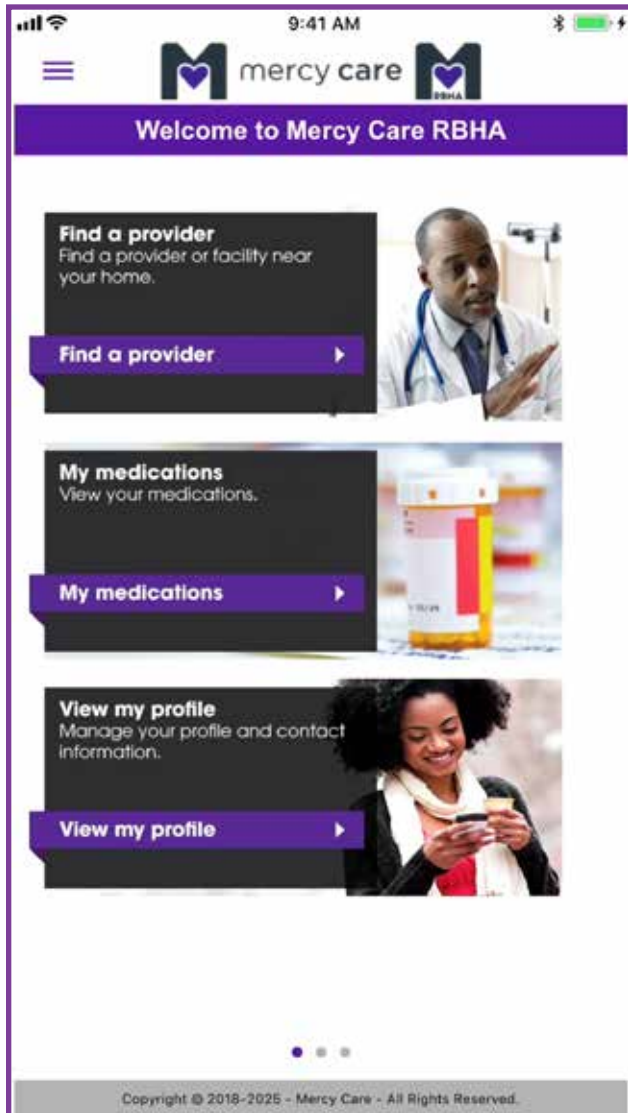
2. Sign In

 This is a screenshot of the mobile app's sign-in screen. At the top, the status bar shows signal strength, Wi-Fi, the time '9:41 AM', Bluetooth, and battery level. Below the status bar is a purple header with the Mercy Care logo on the left, the text 'mercy care' in white in the center, and another logo on the right. Underneath the header is a purple bar with the word 'Login' in white. The main content area features a photograph of a smiling woman and a young child. Below the photo is the text 'Everything you need, right at your fingertips.' There are two input fields: 'User Name' and 'Password'. Each field has a link below it that says 'I have forgotten my user name' and 'I have forgotten my password' respectively. A large pink button with the text 'Sign In' is positioned below the input fields. At the bottom, there is a section titled 'Not a Registered User?' with two purple buttons: 'CREATE ACCOUNT' and 'INSTRUCTIONS'. At the very bottom, in small white text, is the copyright notice: 'Copyright © 2018-2025 - MercyCare - All Rights Reserved.'

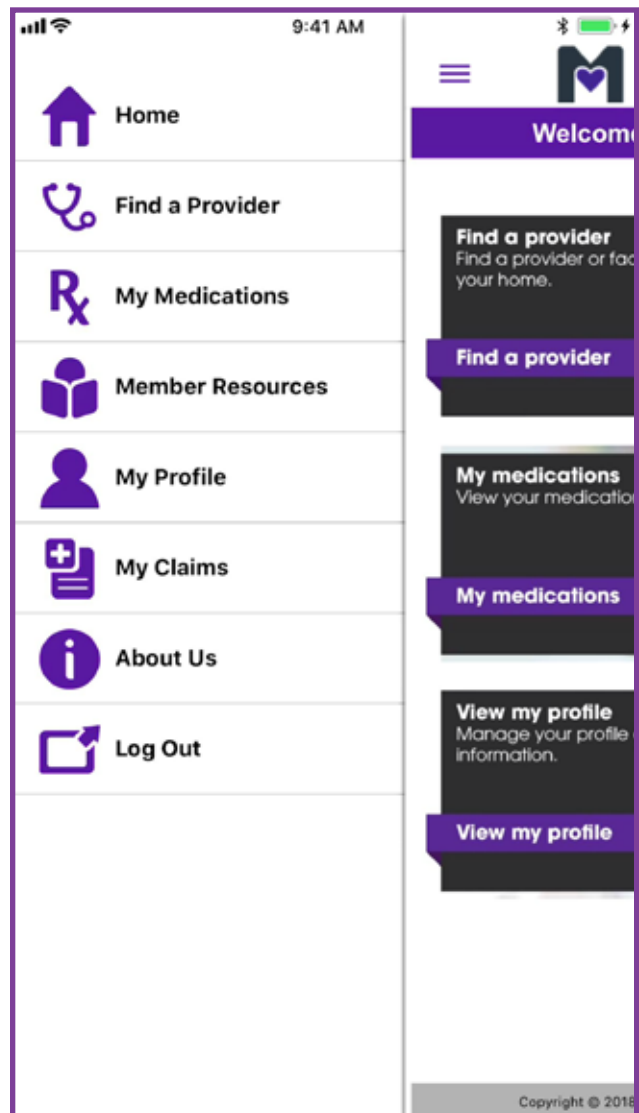
If you have already registered for the secure member portal on the health plan website, enter your **user name** and **password** that you use for the secure member portal.

If you have not registered yet, you will need to create an account. You will need your **member ID number**, **last name**, **date of birth** and **ZIP code** to register.

3. Welcome pages



4. Menu



5. Find a Provider

9:41 AM

mercy care

Find A Mercy Maricopa Provider

Select a Plan *
--Please Select--

ZIP Code *

Do not know the ZIP code?

Provider / Facility Name

Specialty
Select a Specialty

Search

Clear Form

How to find a provider

Autism Spectrum Disorder

5.1 Search Results

9:41 AM

mercy care

Find A Mercy Maricopa Provider

Provider Search Results

Filters [Start a new search](#)

- Accepting new patients
- Not accepting new patients
- Easy access to public transportation
- Board certification(s)
- Handicap Accessible
- More Info

Sort by Distance As...

**Family Service Agency
Bh Outpatient Clinic**

2400 N Central Ave Ste 101
Phoenix, AZ 85004

Office: [\(602\) 264-9891](tel:6022649891)

Ages Served
0 - 125

Miles
0.14

View Details

9:41 AM

mercy care

Find A Mercy Maricopa Provider

View Details

Provider Information	Service Location	Office Hours
Handicap Accessibility	Languages and Training	Hospital Affiliations
Service Area	Group Affiliation	

Gender:

County/Service Areas: Maricopa

NPI: 1477597193

State License Number:

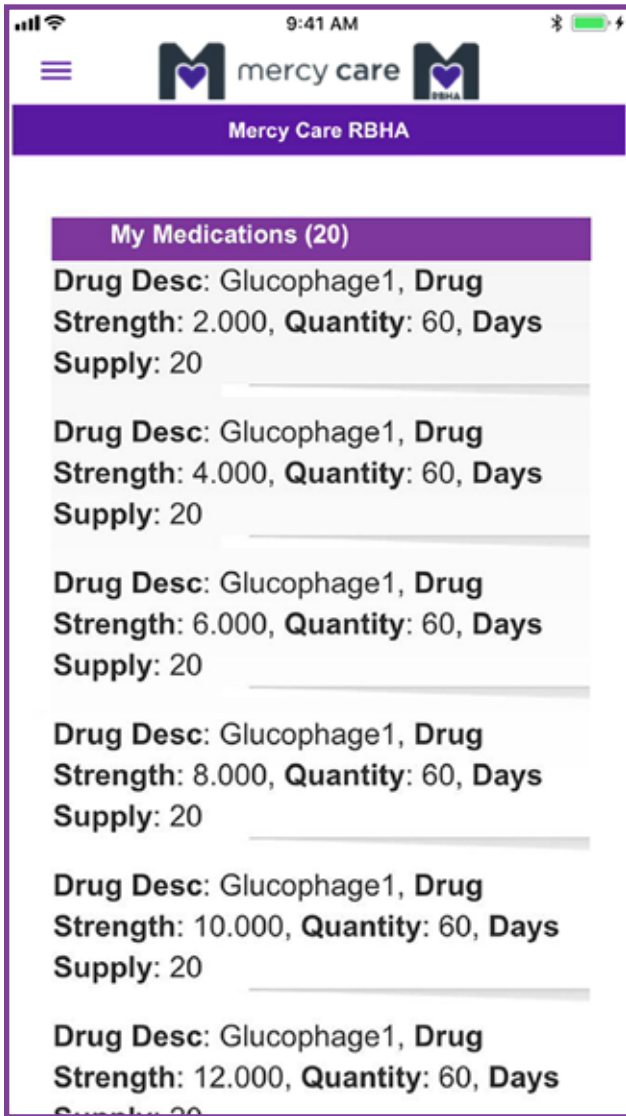
Website:

Specialty	Board Certified
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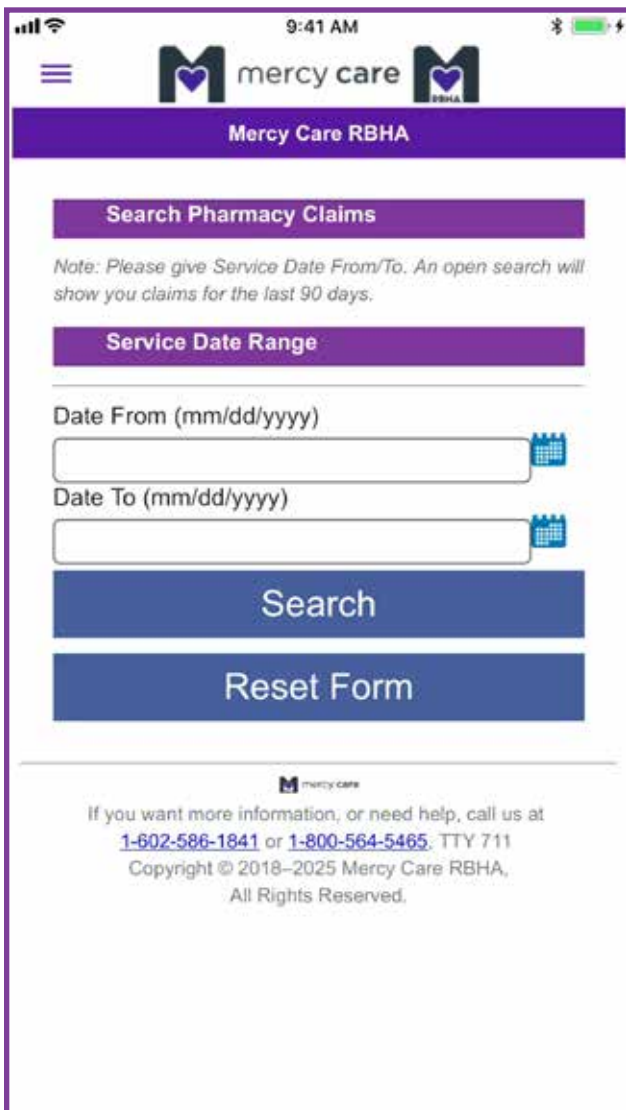
BH OUTPATIENT CLINIC

Psa Behavioral Health Agency

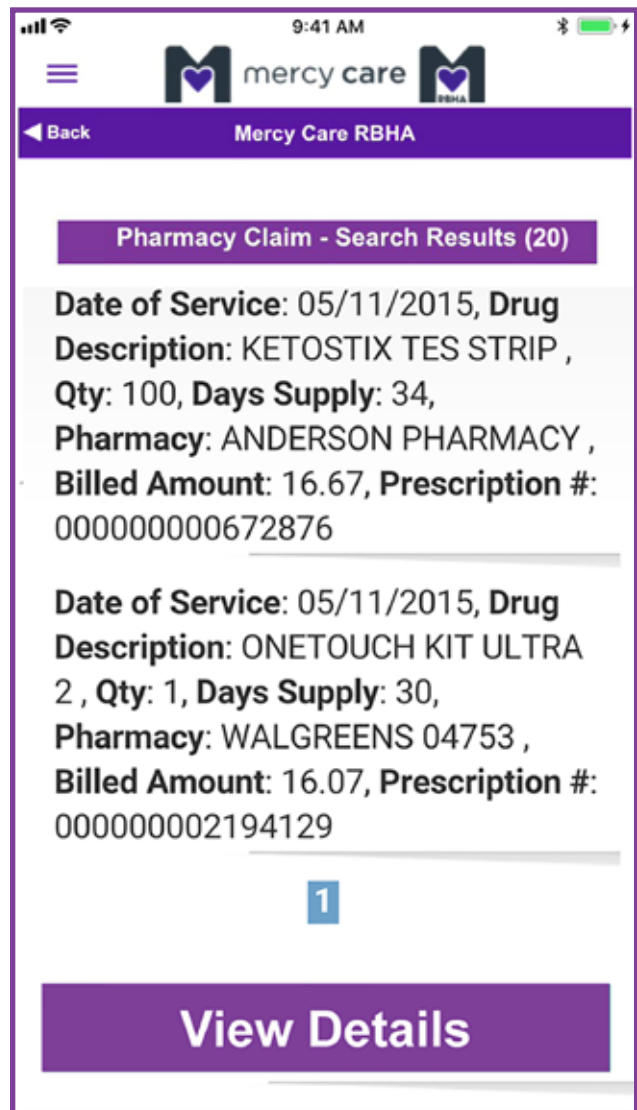
6. My Medications



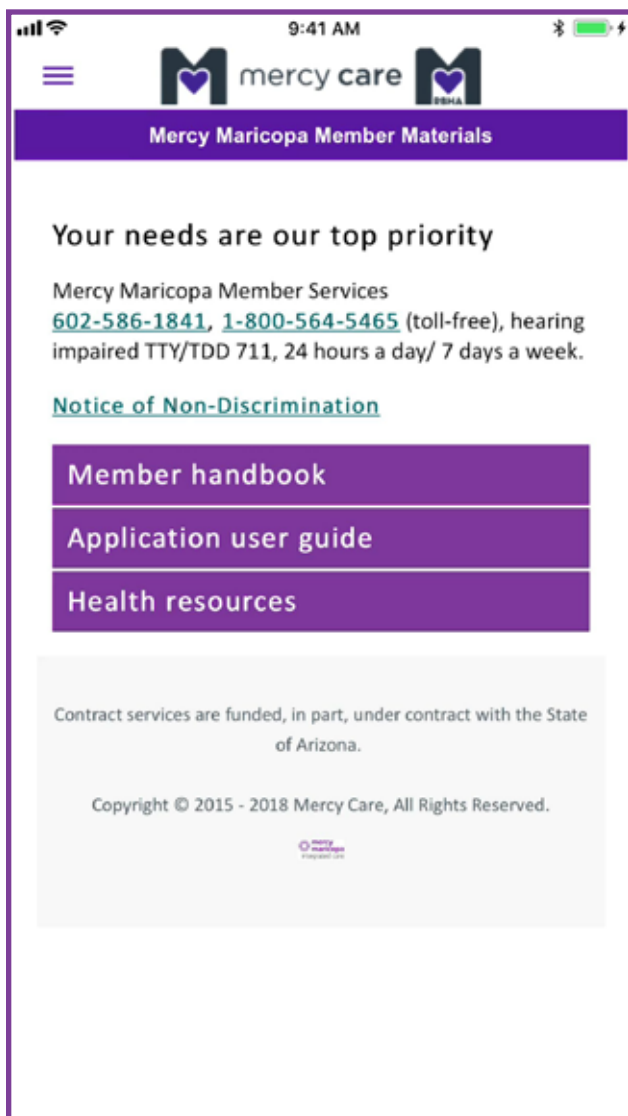
6.1 My Pharmacy Claims



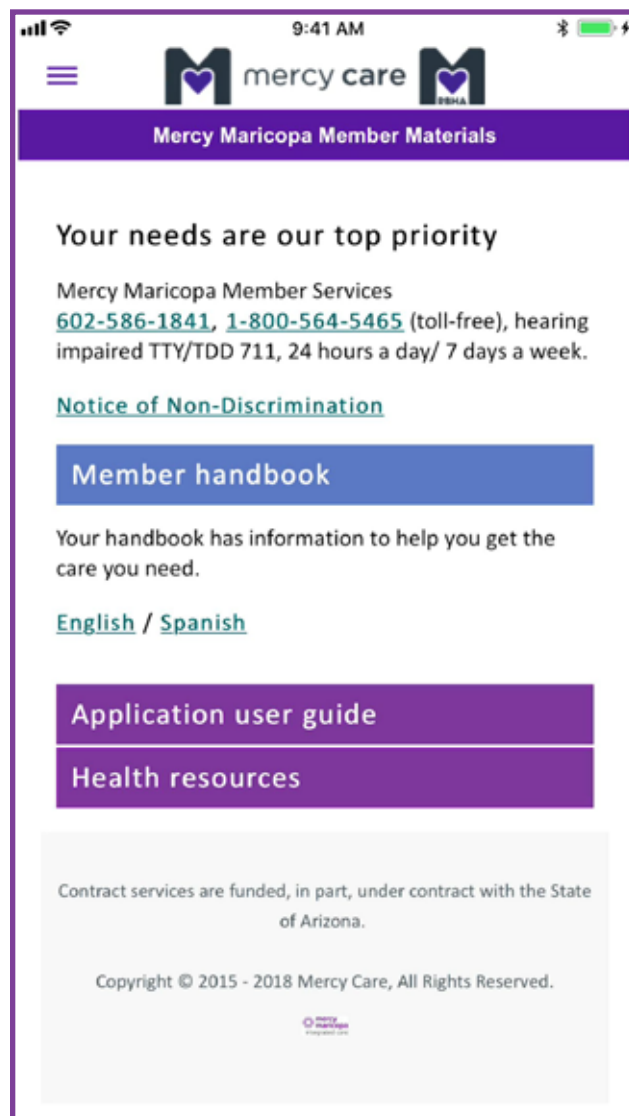
6.2 Pharm. Claim Results



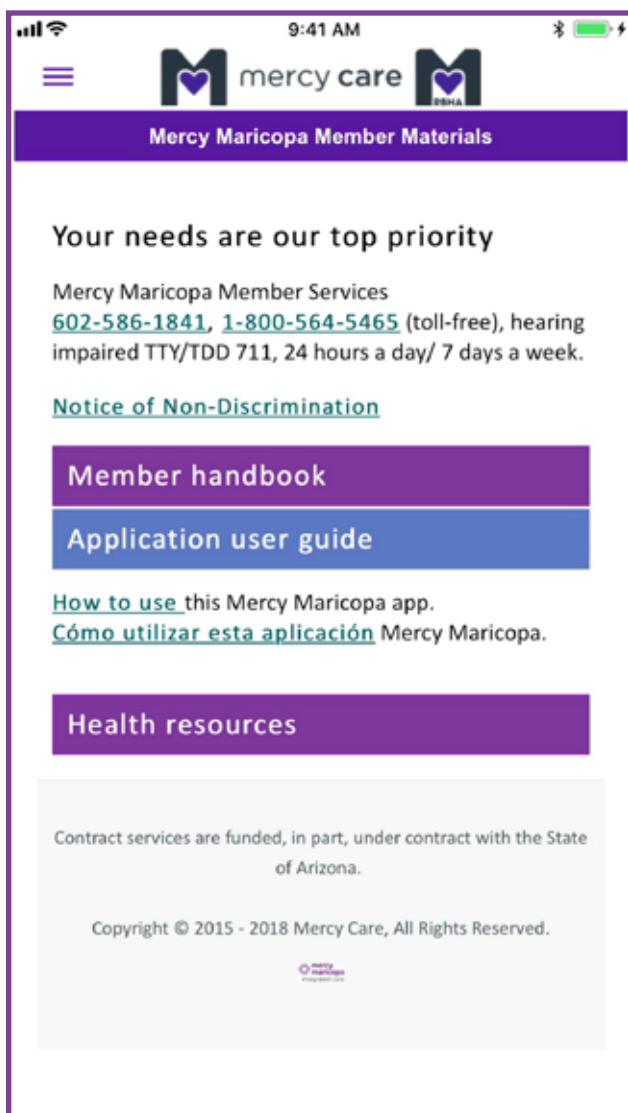
7. Member Resources



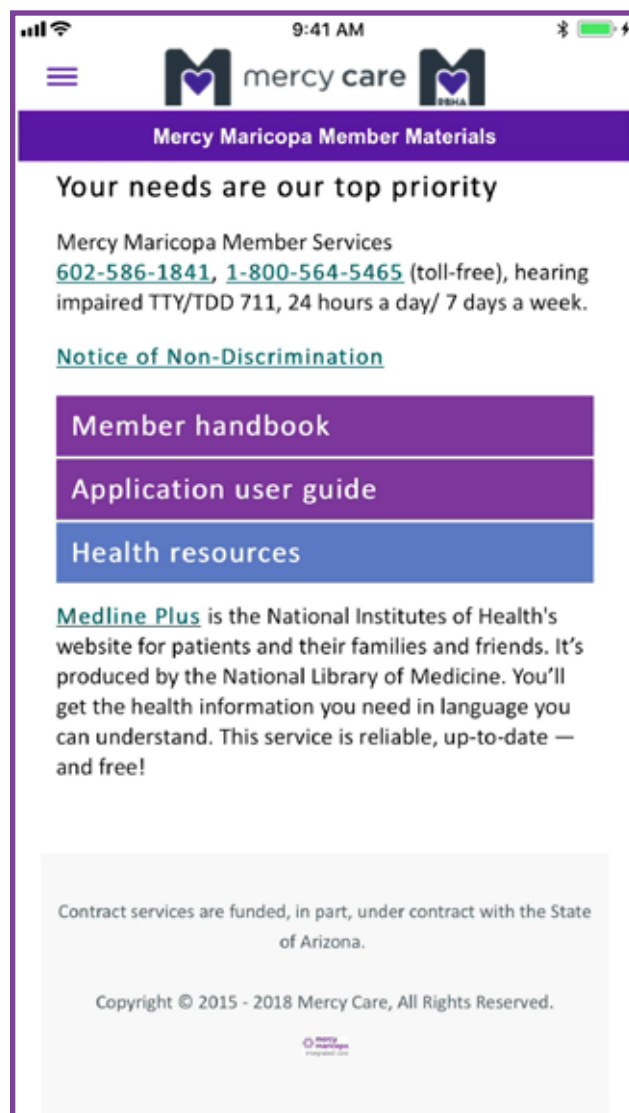
7.1 Member Handbook



7.2 App User Guide



7.3 Health Resources



8. My Profile

Member Profile

Member ID

First Name

Last Name

Street Address

City PHOENIX

State AZ

ZIP Code 85008

Email ID

Date of Birth

Cell phone

Eligibility Information

Benefit: [redacted], Member ID: [redacted], Status: Active

Please contact member services for eligibility details.

Wellness Alert(0)

No Data Found

9. My Claims

Search Claims

Note: Please give Claim Type or Claim Status or Service Date From/To

Claim Type

Claim Status

Service Date Range

Date From (mm/dd/yyyy)

Date To (mm/dd/yyyy)

Search

Reset Form

If you want more information, or need help, call us at [1-602-263-3000](tel:1-602-263-3000) or [1-800-624-3879](tel:1-800-624-3879). TTY 711

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Enter your claim type, claim status and your beginning and ending service dates.

Enter dates as: mm/dd/yyyy.

Then hit **Search** button.

9.1 Claims Results

Claim - Search Results (3)

Claim ID: [redacted], Provider Name: CHASE HEALTH CARE, Claim Status: PAID, Total Billed Amount : \$450.00, Total Paid: \$110.54

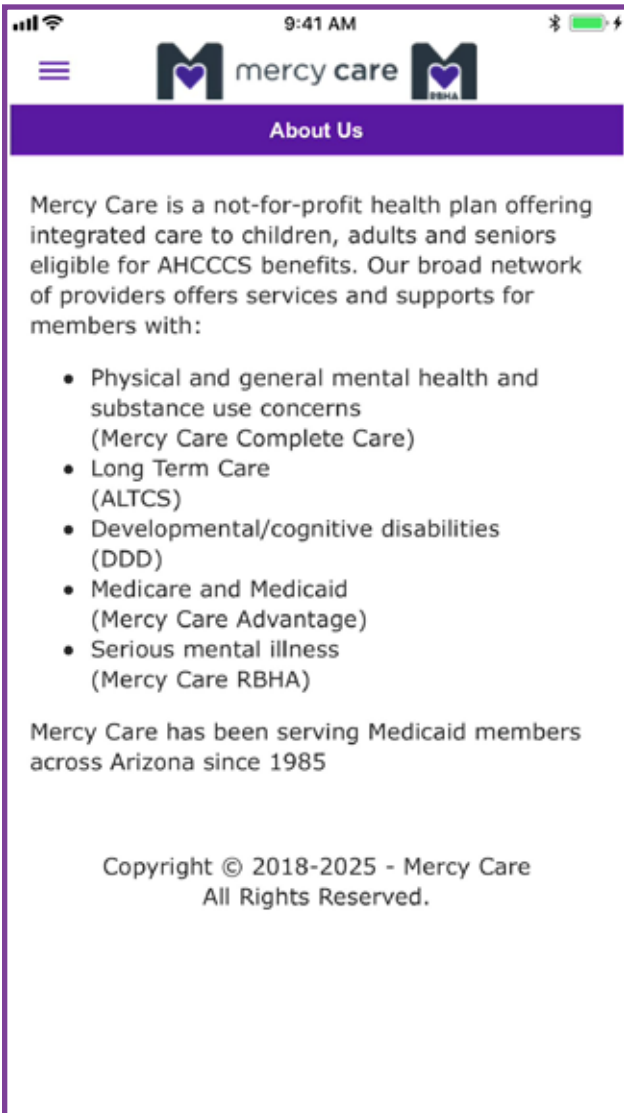
View Details

Claim ID: [redacted], Provider Name: CHASE HEALTH CARE, Claim Status: PAID, Total Billed Amount : \$47.00, Total Paid: \$0.00

View Details

Claim ID: [redacted], Provider Name: CHASE HEALTH

10. About Us



11. Log Out

In the menu, when you are done making changes, sending requests or viewing claims **ALWAYS** remember to hit **Log Out**.