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).

GET IT ON Google Play

Download on the App Store

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

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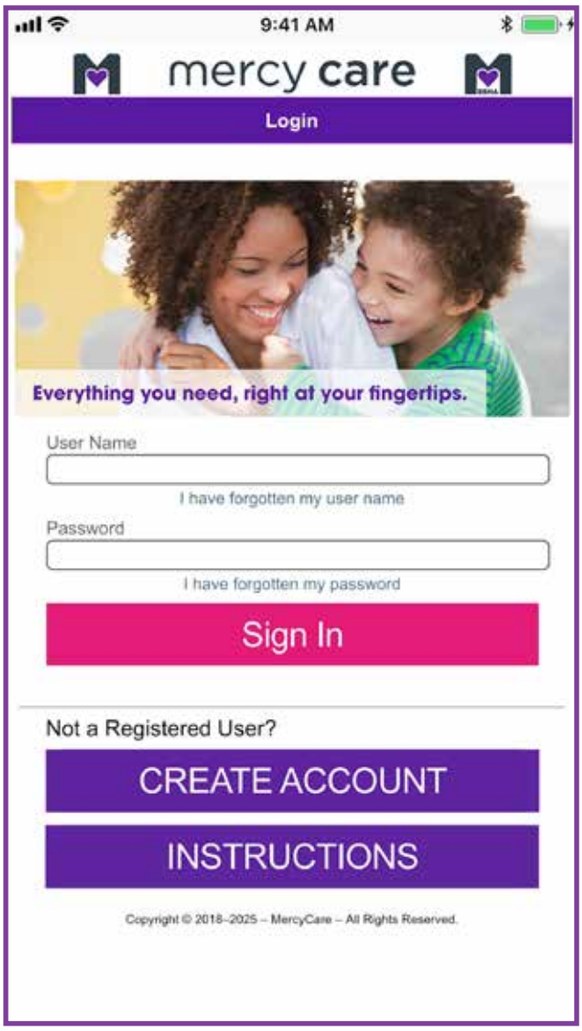
1. Splash Page

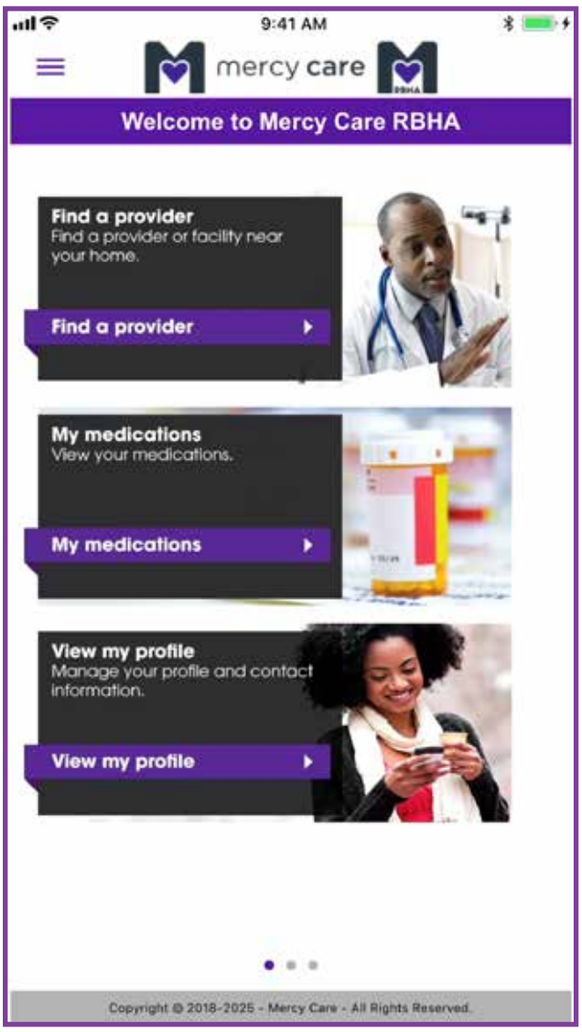
2. Sign In

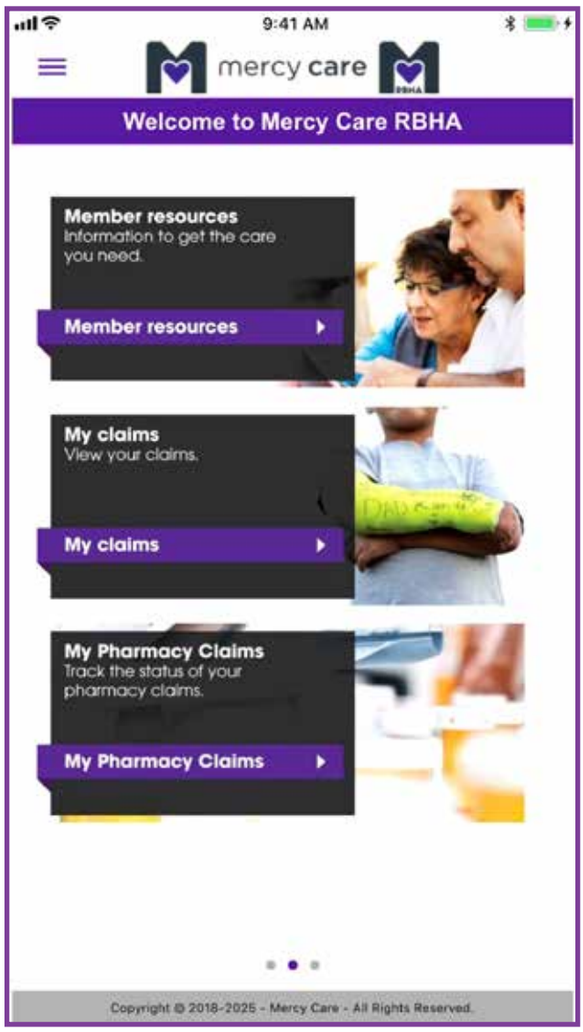


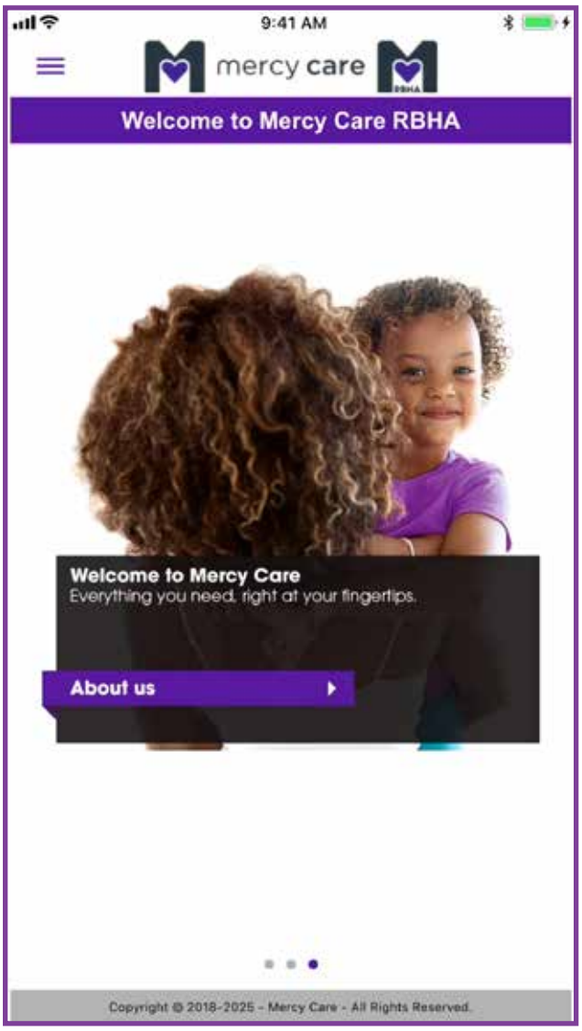
If you have already registered for the secure member portal on the health plan website, enter your **user name** and **password** that you use for the secure member portal.

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.

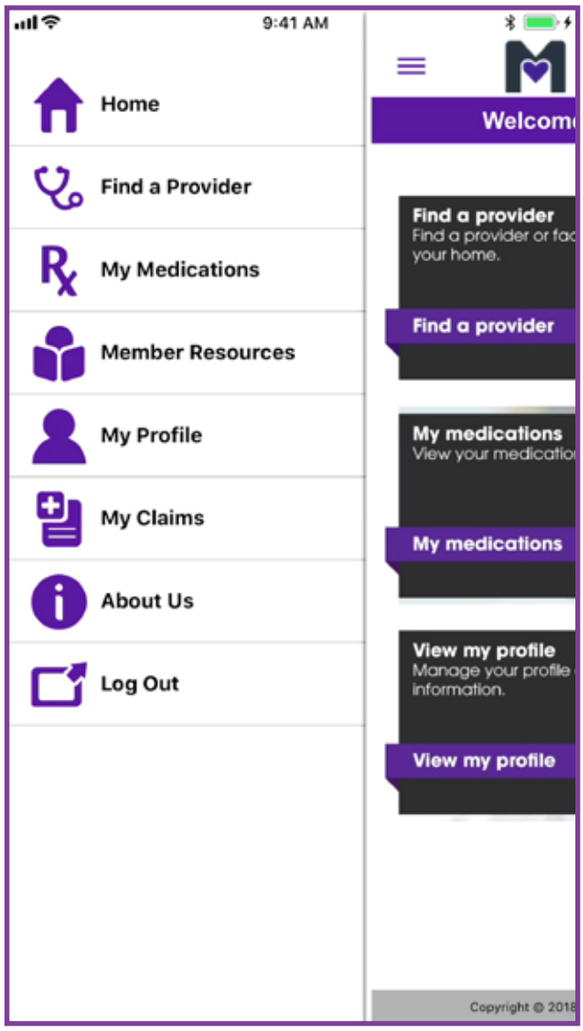
3. Welcome pages





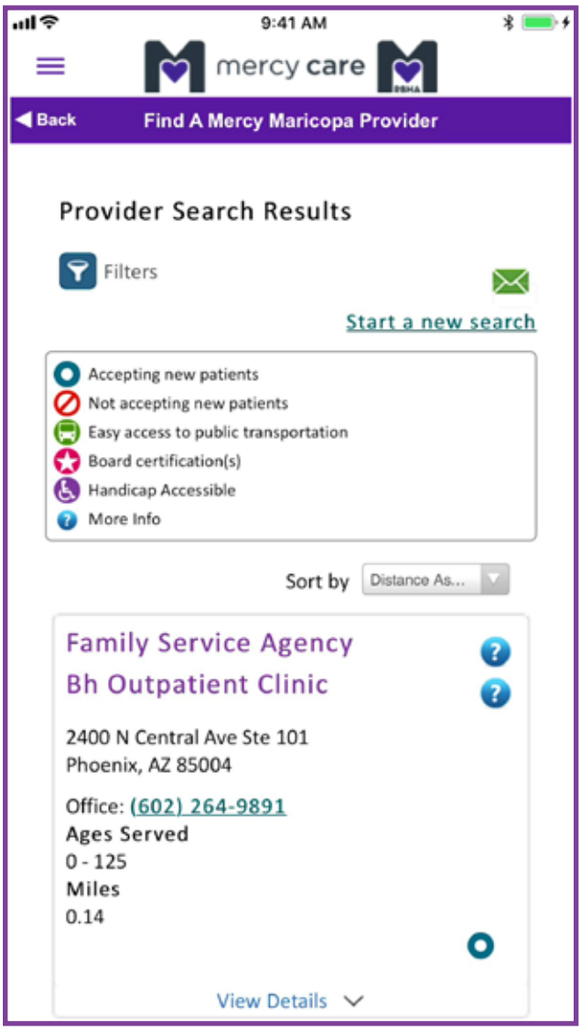


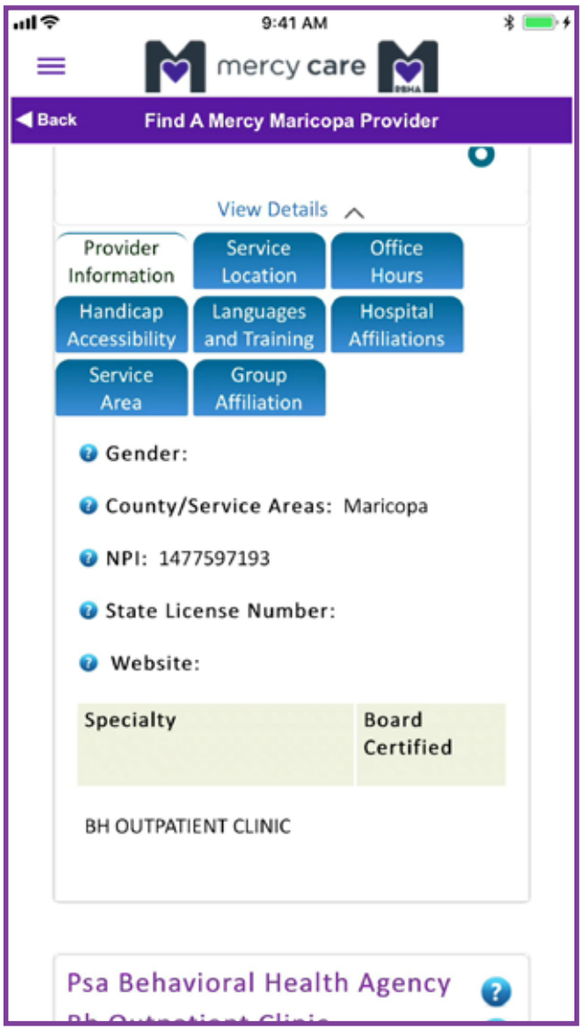
4. Menu



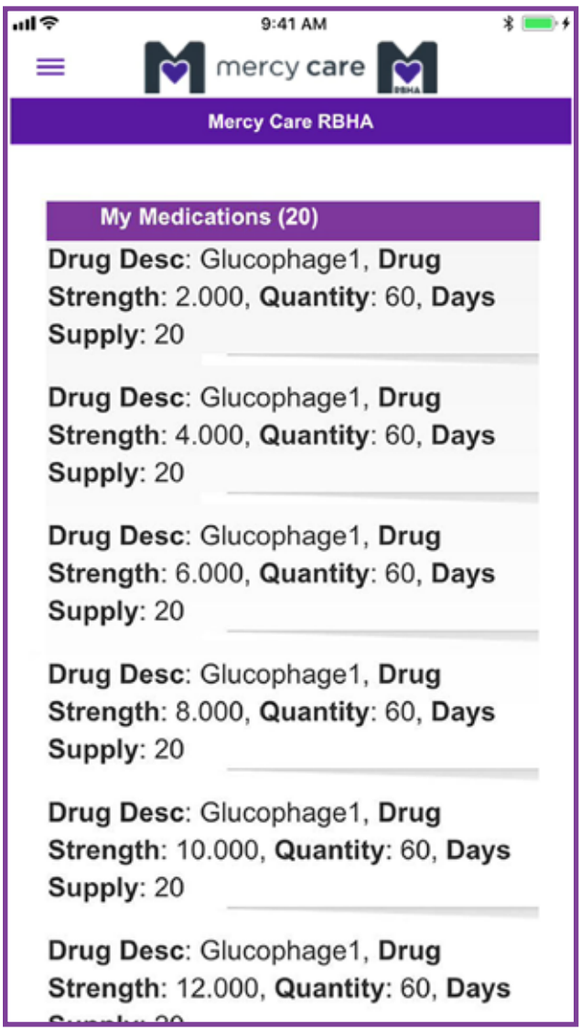
5. Find a Provider

5.1 Search Results

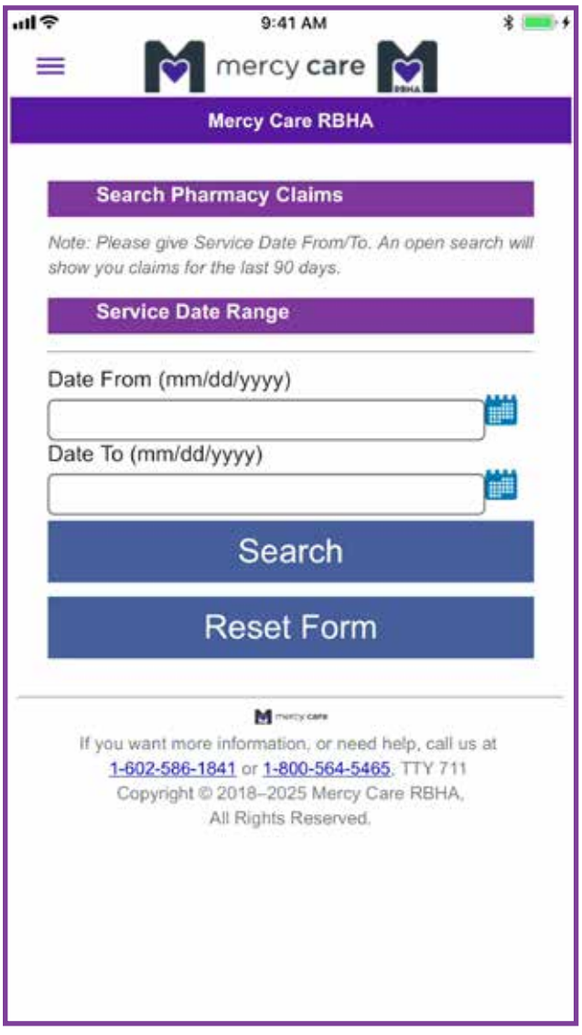




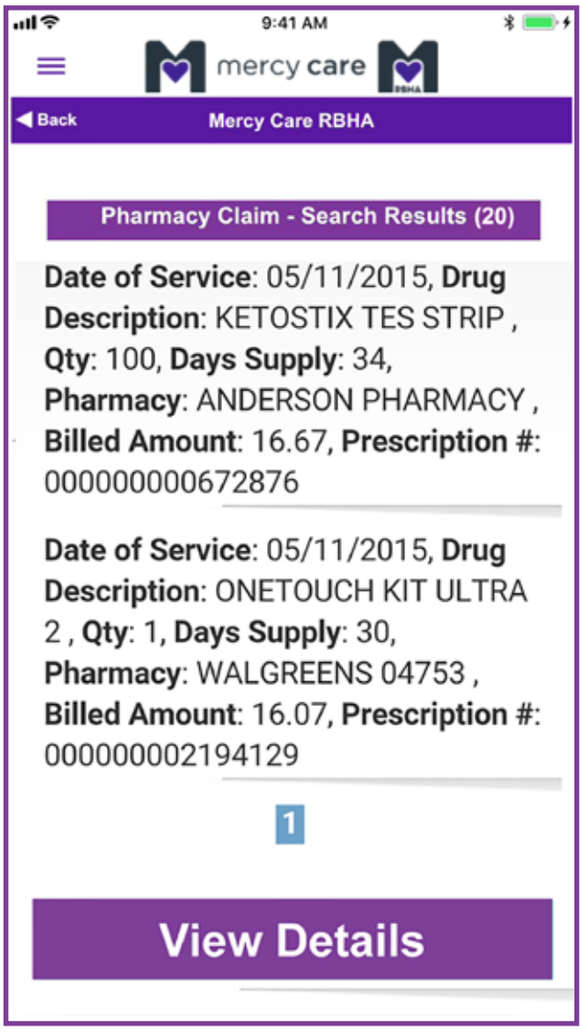
6. My Medications



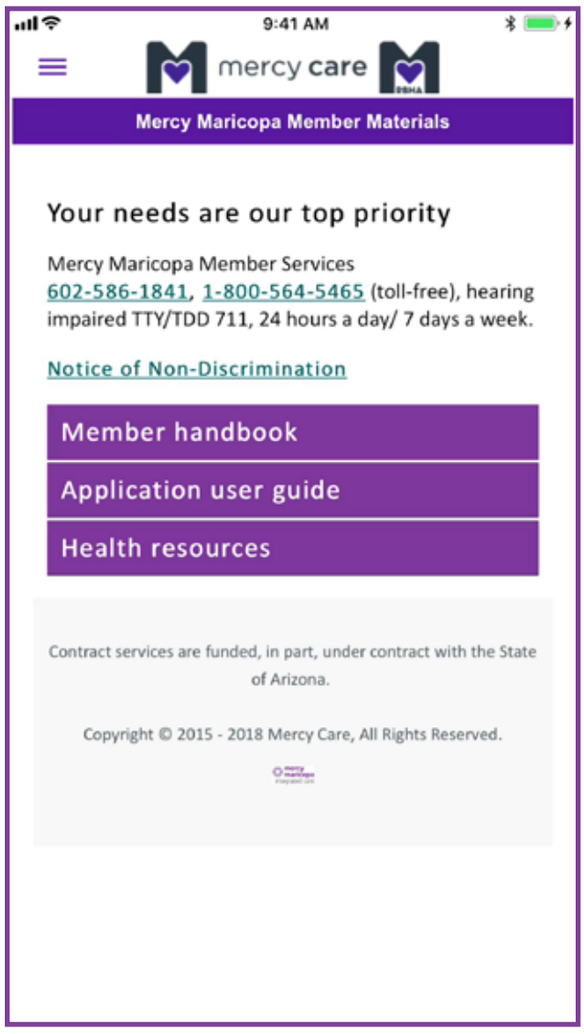
6.1 My Pharmacy Claims



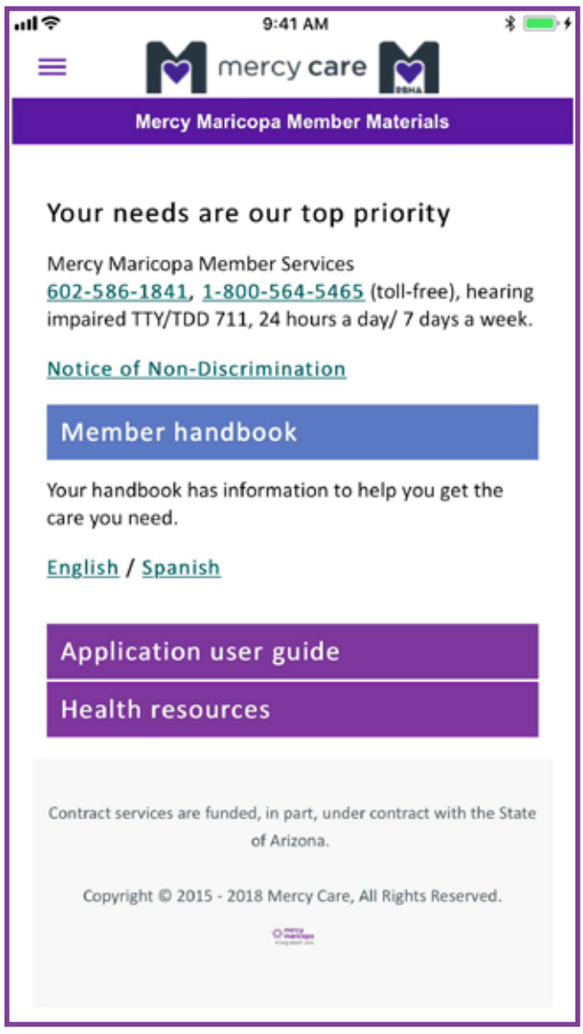
6.2 Pharm. Claim Results



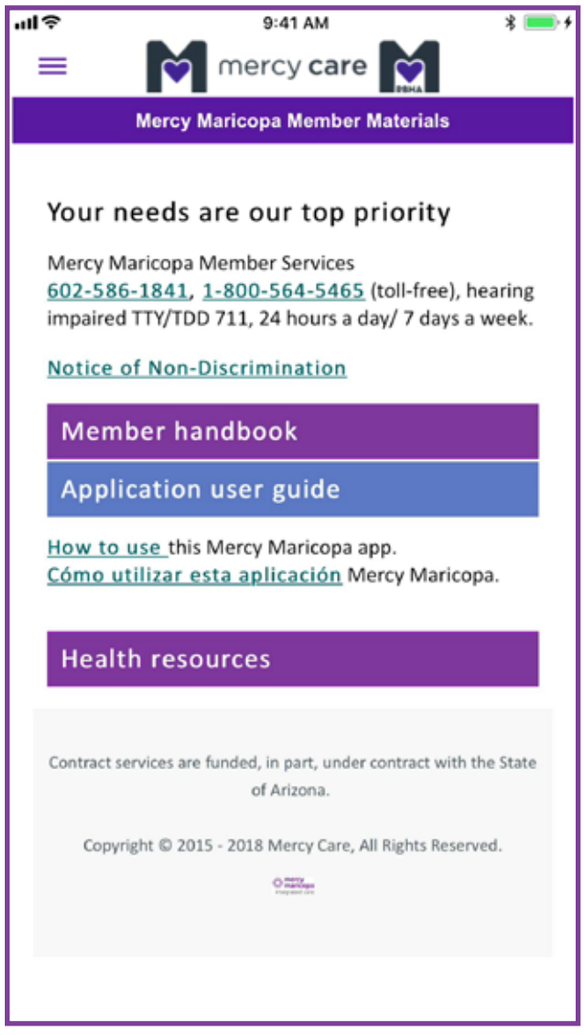
7. Member Resources



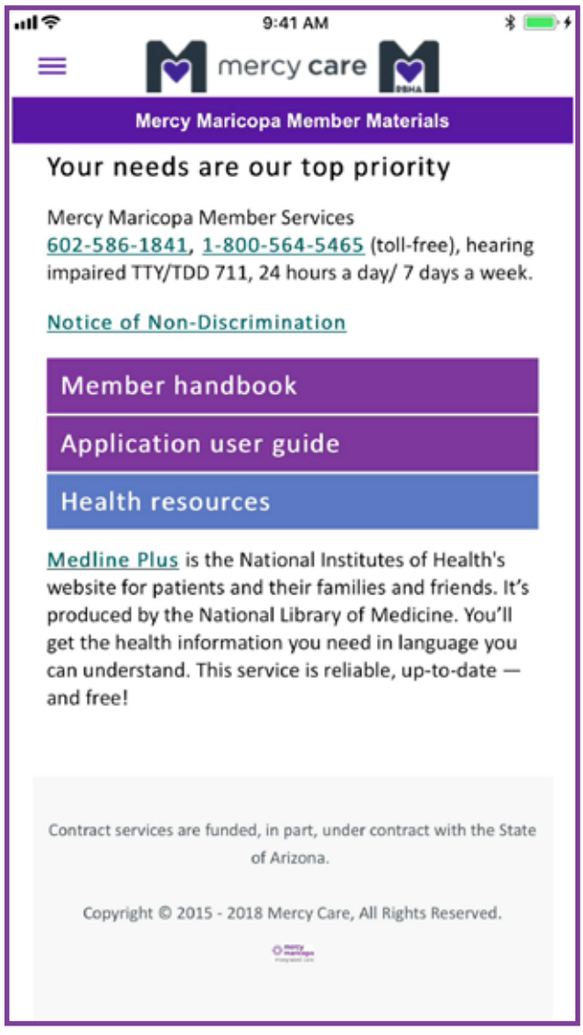
7.1 Member Handbook



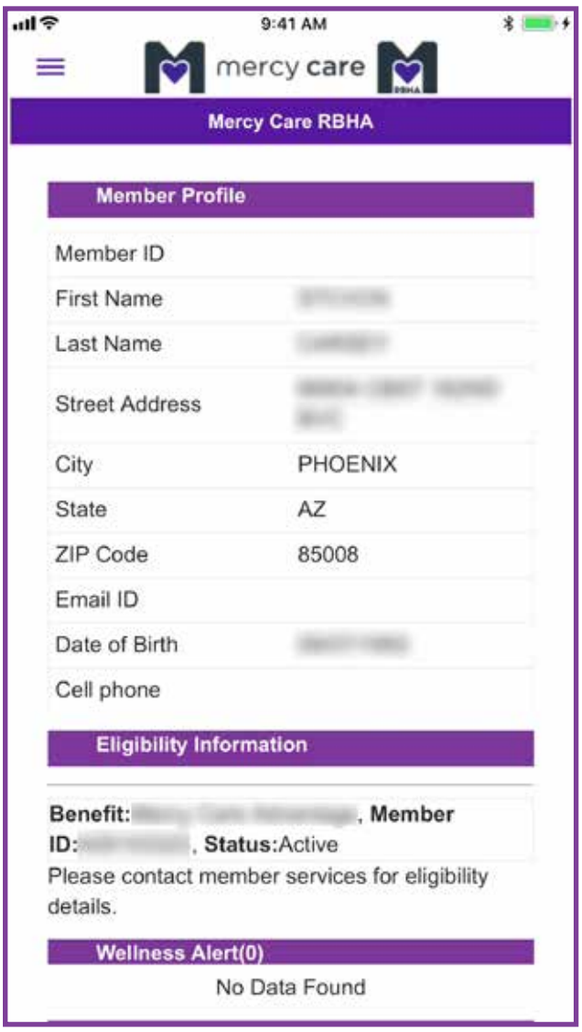
7.2 App User Guide



7.3 Health Resources



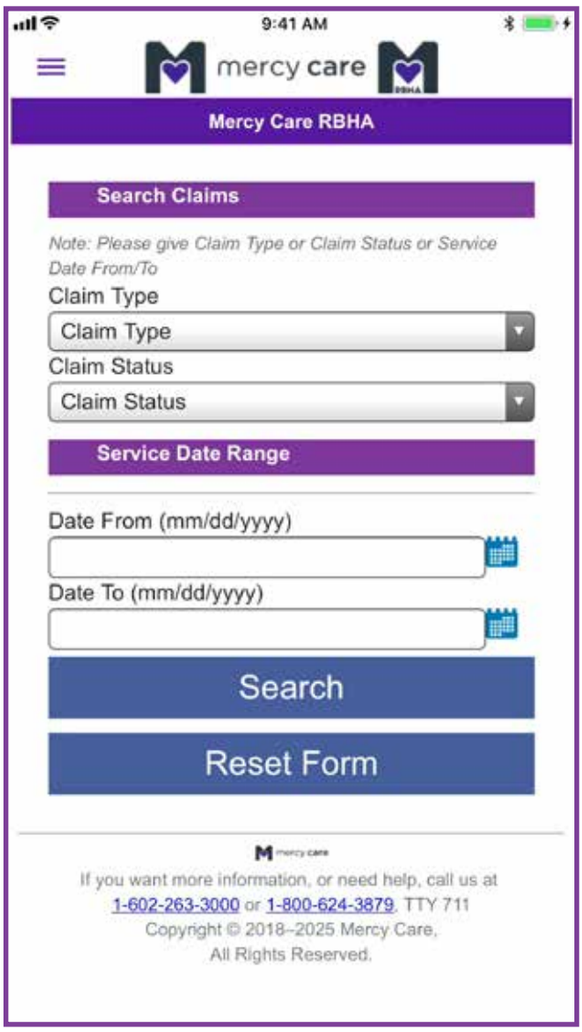
8. My Profile



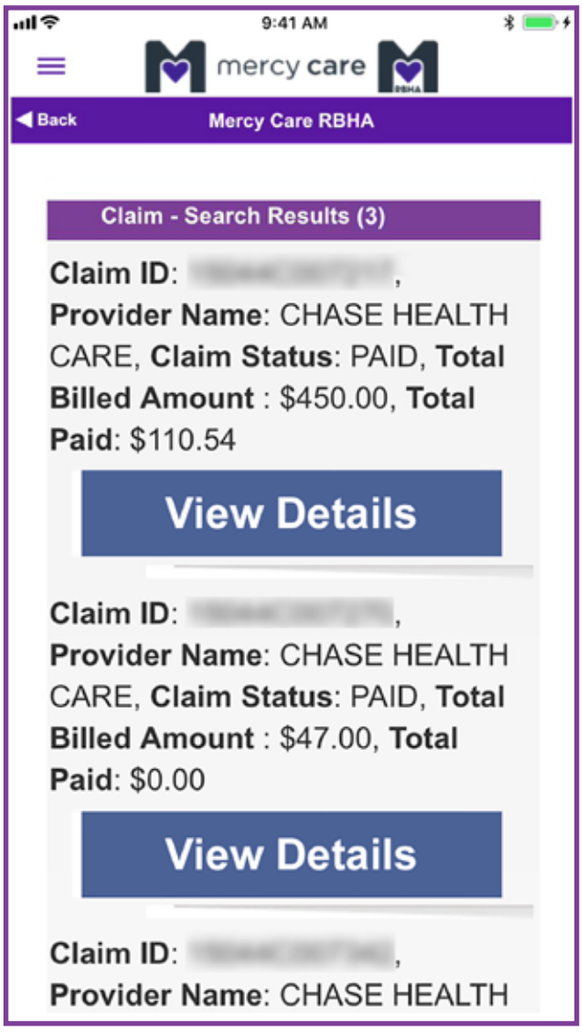
Enter your claim type, claim status and your beginning and ending service dates.

Enter dates as: mm/dd/yyyy.
Then hit **Search** button.

9. My Claims



9.1 Claims Results



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**.