

Member Newsletter

Working together for a healthier you

Self-Advocacy - A Journey of Hope

On May 21, 2025, a member reached out to the Office of Individual and Family Affairs (OIFA) phone line in a moment of deep need. He was struggling—his current health home had prescribed a medication that wasn’t working for him. He hadn’t slept in two to four weeks. He was tired and running out of medication.

This member wasn’t just asking for help—he was advocating for himself. He requested a transfer to a new provider and needed a bridge to get him through until his upcoming provider appointment. What followed was a powerful example of what was possible when multiple teams across the Mercy Care’s System of Care (SOC) and the provider community collaborated swiftly to secure the bridge he needed.

This member’s journey didn’t end there. Even with the new medication, he continued to struggle with sleep. Almost daily, he called the OIFA adult behavioral health advocate to share his ongoing challenges. Each time, he was encouraged to keep advocating, to speak

up, to tell his doctors what was and wasn’t working, and to trust that his voice mattered. And he did.

In a few weeks, the member reached a turning point. He was six days into finally getting restful sleep. His new doctor at the new provider had listened—really listened—and responded with care and precision. He was not only sleeping again, but he was also hopeful, energized and deeply grateful.

This member’s story is proof of the strength of self-advocacy, listening to members and the impact of a responsive, caring system. It reminds us that even in the darkest moments, with the right support and persistence, healing is possible.

Learn more about self-advocacy at mercyar.es/advocacy.



Family of Choice—a guide to supporting someone living with a serious mental illness

Scan the QR code or go to mercyar.es/familyofchoice for a guide that provides an overview of Mercy Care’s adult behavioral health system of care in Maricopa, Gila and Pinal counties. It can help you support your loved ones reach their resiliency and recovery goals.





AHCCCS Housing & Health Opportunities (H2O)

Starting October 1, 2024, AHCCCS members can get help with housing services through the H2O program. A member may be eligible if they are experiencing homelessness or are at-risk of experiencing homelessness. H2O services can help:

- Members with a serious mental illness (SMI) designation who are experiencing homelessness.
- And also diagnosed with a chronic health condition or currently in a correctional facility with a release date scheduled within 90 days or released within the last 90 days.

Mercy Care is working with Solari Inc., the H2O Program Administrator, to help connect members with housing services and coordinate care with our network of providers.

Want more info?

Read about the AHCCCS Housing & Health Opportunities (H2O) Demonstration here:

<https://www.azahcccs.gov/Resources/Federal/HousingWaiverRequest.html>

Links to H2O partners

AHCCCS - <https://www.azahcccs.gov/Resources/Federal/HousingWaiverRequest.html>

Solari - <https://community.solari-inc.org/h2o> or call **480-546-7135**

Arizona Behavioral Health Corporation - <https://azabc.org/>

Snapshot of success – JJ V.

Meet JJ. She is the proud mother of four children and six grandchildren. JJ shared that she loves attending the Center for Health and Recovery (CHR), a local peer run community service agency where she receives Personal Medicine Coaching services. JJ started her services at CHR on July 1st, 2024. JJ said that since joining CHR she has received help that has been “life changing”. She also shared that outside of this program, people have noticed the changes in her. JJ started receiving help for behavioral health services after a divorce. She expressed that everyday life and raising her daughters was a challenge for her at that time in her life. Her husband helped her to get connected to the right people for services. JJ provided feedback about her experience in receiving Personal Medicine Coaching. She shared that when she met with her Personal Medicine Coach, they lead her to her own solutions, and it made her feel good because she found out that she has the answers within. JJ has reached some goals this year that she is proud of. JJ has been staying healthy, maintaining good eating habits and exercises almost daily. JJ uses Personal Medicine for negative thinking. JJ shared that when she is dealing with negative thoughts, she looks for the positive and is able to see it, and that she also can choose to focus on a distraction like talking to someone else. JJ would like to suggest to people in recovery to get daily support, be around others, and to stay focused on the positive.



Snapshots of success – Marcos O.

Marcos is a Navy vet and is living with schizoaffective disorder. He has three dogs and a wife and has been married for nineteen years. Marcos shared that when he was working as a prison guard in 2009, he started hearing voices. He then reached out for help and got connected to services. Marcos knew his voices weren’t real and started medication and has found some relief. Marcos receives services for Personal Medicine at the Center for Health and Recovery (CHR). He started working with his coach about eight months ago. He shared that he has worked on the Personal Medicine topics of self-harm, anxiety and depression so far. Marcos gave feedback that this has helped him to get tools to stay grounded during challenging times and that it has also reduced obstacles to help him use his coping skills and less medication. Marcos shared that using Personal Medicine has kept him out of the hospital. Marcos’s most used Personal Medicine is the 5-4-3-2-1 grounding technique that he does when feeling anxiety. He shared that when using this, it helps him calm down and deal with being around other people, especially when in big crowds. Marcos has met a goal this year that he is very proud of. He has stopped drinking for a year and a half and has also moved into a bigger house. Marcos wants to express to others that recovery is a long process. He suggests that you have to keep your mind focused on your main goal, not let others sabotage your progress, and that your recovery is what you make of it.



For details on how to participate in Personal Medicine, go to mercyar.es/personalmedicine or scan the QR code.





How do I talk to someone about suicide?

Sometimes when a loved one is struggling in their life, they may be considering suicide. It’s important to know the warning signs and to seek help.

They may say they want to die, talk about feeling hopeless, having no purpose or being a burden to others. Listen to them carefully. Let them know you are there for them. Get them connected to resources.

Other times a loved one is thinking about suicide but doesn’t tell anyone. Look for warning signs such as them being withdrawn, sleeping too much or not enough, increasing drug or alcohol use, or being anxious, agitated or reckless. Ask them if they are considering suicide. Let them know that suicide is a serious matter. Connect to helping resources.

The Suicide & Crisis Lifeline is a no cost, national service. Trained counselors are available 24 hours a day, 7 days a week. They offer support in English and Spanish. Call or text the lifeline at **988** or visit **988lifeline.org** to chat.

More Resources:
www.save.org
https://988lifeline.org/help-someone-else/
https://www.bethe1to.com/bethe1to-steps-evidence/
https://www.mercycareaz.org/crisis-services.html



Get Involved

We’re looking for interested Mercy Care members, peers, youth and their family to serve on our committees. All committee members play an important role in guiding how we serve the community and how we provide care. You will also help us come up with ways to improve services for our members.

Contact **OIFAteam@MercyCareAZ.org** for details or apply at **www.mercycareaz.org/committees.html**.

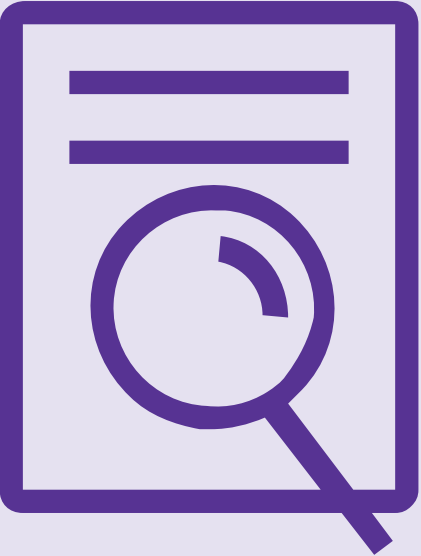
Find more ways to get involved by joining the AHCCCS OIFA mailing list.



Rasa legal – criminal record sealing

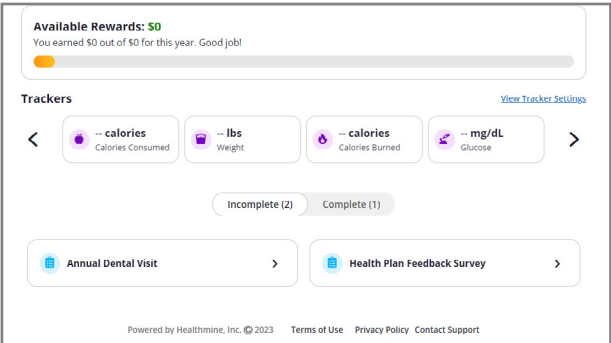
Mercy Care has teamed up with Rasa to help justice-impacted Mercy Care members to know their options. As part of this partnership, Mercy Care members can use this expungement eligibility tool for free. In under three minutes, this tool will help you see what is on your record and whether it is eligible for record clearance.

You can fill out the screening form at **https://www.rasa-legal.com/mercy-care/**.



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. Browse the library of articles, videos and decision tools. Learn more at **mercycar.es/healthasst**.







Mercy Care

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Contract services are funded under contract with AHCCCS. 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.

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Call Mercy Care RBHA Member Services at **602-586-1841** or **1-800-564-5465**; (TTY/TDD **711**). We’re available 24 hours a day, 7 days a week. 24-hour nurse line: **602-586-1841** or **1-800-564-5465**.

www.mercycareaz.org

For a behavioral health crisis

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

Crisis Line staff can help:

- Provide crisis support over the phone
- Dispatch a crisis mobile team to support you in the community
- Arrange for transportation to take you somewhere safe
- Help you arrange counseling or connection to your outpatient provider
- Provide options for dealing with other urgent situations
- f 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: **480-850-9230**
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: **988**, press 1

988 Suicide & Crisis Lifeline: **988**

National crisis text line: **Text HOME to 741741**, about any type of crisis.
Chat support is available at memcrisistextline.org/text-us/

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

If you need someone to talk to

Call the Warm Line, **602-347-1100**. Get 24/7 support from trained Peer Support Specialists.

Always call 911 in life-threatening situations.

Everyone can use a little extra support...

Sign up for the Pyx Health app to:

- Find resources to support your physical and mental health.
- Connect with compassionate humans for a friendly chat or help with resources.
- Feel better each day with companionship and humor.



Simply search ‘Pyx Health’ in the Apple or Google Play stores or use your smartphone and go to www.HiPyx.com to get the app.

