



Changes to the
Mercy Care Advantage
2023
Evidence of Coverage

January 3, 2023

This is important information on changes in your Mercy Care Advantage coverage.

We previously sent you a notice explaining how you could access an electronic copy or request a hard copy of the 2023 Evidence of Coverage (EOC) which provides information about your coverage as an enrollee in our plan. This notice is to let you know there was an error in the EOC. Please keep this information for your reference. The correct EOC can be found on our website at www.mercycareaz.org.

Changes to your EOC

| Where you can find the error in your 2023 EOC | Original Information | Corrected Information | What does this mean for you? |
|---|--|---|---|
| <p>On page 84, under “Section 4. Medical Benefits Chart (what is covered and what you pay) the posted Evidence of Coverage lists the Over-the-Counter Items benefit limit as:</p> | <p>With our Over-the-Counter benefit, once each month you can order up to \$80 worth of generic non-prescription medicine and personal health care and wellness products from our OTC catalog.</p> <p>When you visit a CVS Pharmacy store that is set up with an over-the-counter dedicated section, you can get up to \$80 in covered products by showing your health plan ID card.</p> <p>Important information for Members:</p> <ul style="list-style-type: none"> • If you order or get less than \$80 worth of products, the unused amount will expire at the end of the month. | <p>With our Over-the-Counter benefit, once each month you can order up to \$100 worth of generic non-prescription medicine and personal health care and wellness products from our OTC catalog.</p> <p>When you visit a CVS Pharmacy store that is set up with an over-the-counter dedicated section, you can get up to \$100 in covered products by showing your health plan ID card.</p> <p>Important information for Members:</p> <ul style="list-style-type: none"> • If you order or get less than \$100 worth of products, the unused amount will expire at the end of the month. | <p>You have \$100 available each month to order generic non-prescription medicine and personal health care and wellness products from our OTC catalog</p> |

You are not required to take any action in response to this document, but we recommend you keep this information for future reference. If you have any questions, please contact **Member Services at 602-586-1730 or 1-877-436-5288. (TTY users should call 711). Hours are 8:00 a.m. – 8:00 p.m., 7 days a week.**

Mercy Care Advantage is an HMO SNP with a Medicare contract and a contract with the Arizona Medicaid Program. Enrollment in Mercy Care Advantage depends on contract renewal.

This document is available for free in Spanish. This document may be available in other formats such as large print or other alternate formats. For additional information, call Member Services at the phone numbers listed above.