Transportation
Mission, Vision and Values
Our mission, vision and values guide everything we do at Mercy Care.

**Mission**
Mercy Care exists to address and advocate for the comprehensive health of our members and families, including circumstances that impact their well-being, with special consideration for the underserved and those with complex health needs.

**Vision**
Our members live a healthier life and achieve their full potential.

**Values**
Our values guide us to approaching our work with integrity, confidence and clarity.

- **COMPASSION:** Mercy Care will pursue its mission with passion, enthusiasm, optimism and diligence.
- **INNOVATION:** Mercy Care will be innovative thought leaders transforming the care delivery system.
- **COLLABORATION:** Mercy Care will seek partners to create exceptional results.
- **ADVOCACY:** Mercy Care will work on behalf of the underserved and those with complex health needs to improve health outcomes.
Mercy Care

• Mercy Care is a not-for-profit health plan
• Serving more than 400,000 AHCCCS members throughout Arizona
• Providing health care services for families, children, seniors and people with physical and developmental/cognitive disabilities
• Serving more than 16,000 dual members (eligible for Medicare and Medicaid)
• Serving almost 13,000 long term care members
Vast majority choose to age in place in their homes and communities

- 76% of Mercy Care’s long term care members live in their own homes or community-based housing
- Without accessible, reliable and affordable transportation, many more adults could face the possibility of placement in a long-term care facility
Social Determinants – Years of Focus

Social determinants are those factors outside the health care system, which determines a person’s overall wellbeing.

- Safe, stable housing
- Education
- Access to healthy food
- Transportation

Your ZIP code is a greater predictor of your health and wellbeing than your genetic code!
Transportation

Transportation, especially for seniors and those with disabilities, is an important service and benefit.

It allows them to not only access their health care appointments, it allows them to:

- Retain their independence
- Create and/or maintain a social circle
- Stay connected with their community
  - Work, school, volunteer service, house of worship
Transportation Benefit

Mercy Care provides transportation to AHCCCS-covered services by calling Member Services.

• Prefer advance notice for scheduled appointments
• Can accommodate same day requests
  • Urgent care
  • Urgent physician appointment
  • Out of medication
• Pharmacy stops
• Regular recurring appointments such as dialysis can be set up in advance
• Ambulatory, wheelchair, stretcher and bariatric vehicles
• Member can have an escort accompany them and we accommodate family members whenever possible
Transportation Benefit – Mercy Care Advantage Members

Mercy Care Advantage is a health plan for people with special needs who qualify for AHCCCS and Medicare. Serving members in Maricopa, Gila, Pima, Pinal and Santa Cruz counties.

Plan covers up to 26 one-way trips for supplemental Medicare benefits that would not be covered under AHCCCS for adults.

• Dental
• Vision
• Chiropractic
• Hearing
• Podiatry
Transportation Requests

2018 – over 633,000 calls

January 2019 – over 54,000 calls

February 2019 – over 51,000 calls
Transportation Concerns of the Future

Transportation is an important covered benefit for individuals eligible for Medicaid, as well as those eligible for Medicaid and Medicare.

Transportation providers/drivers in the future will ideally be a part of the care delivery team:

- Will be an expert on the aging baby boomer
- Will provide education and support for people with certain diseases, such as Alzheimer's
- Provide curb-through-door service versus curb-to-curb
- Provide assistance in addressing other social determinants such as food insecurity
Thank You