



March 19, 2021

Mercy Care Department of Child Safety Comprehensive Health Plan (Mercy Care DCS CHP) Pharmacy Services

Dear Caregiver,

The child in your care currently receives physical health services from CMDP and Behavioral health services from a Regional Behavioral Health Authority (RBHA). On April 1, 2021, physical **and** behavioral health services for children in foster care will be delivered by a single health plan called **Mercy Care Department of Child Safety Comprehensive Health Plan or Mercy Care DCS CHP**.

We're writing to let you know the network pharmacies will be different for Mercy Care DCS CHP members on April 1, 2021. Walgreens pharmacies will not be part of the Mercy Care DCS CHP pharmacy network. If you currently use Walgreens as the pharmacy for the child in your care, you will have to choose a new pharmacy and transfer prescriptions on or before April 1, 2021.

How to find a new network pharmacy

- You can search by using the pharmacy search tool at www.mercycareaz.org/find-a-provider. Just click on the "Find a Mercy Care Pharmacy" tab.
- Before April 1, 2021, you can call CMDP Member Services at 602-351-2245, toll free 1-800-201-1795 (TTY/TDD 711) from Monday through Friday, 8 a.m. to 5 p.m.
- After April 1, 2021 you can call Mercy Care DCS CHP Member Services at 602-212-4983 or toll-free 1-833-711-0776 (TTY/TDD 711) from Monday through Friday, 7 a.m. to 6 p.m.

How to transfer the child's prescriptions to a new network pharmacy

- Call or visit the new pharmacy with the child's current medicine bottle/label or new prescription in hand. All the information you need to transfer the child's prescription is on the medicine bottle label.
- Ask your doctor to send a new prescription to the new pharmacy you have chosen.

How to request an emergency supply of the child's medication on or after April 1, 2021

If you need an emergency supply of the child's medication, choose one of the options below.

1. Call Mercy Care DCS CHP Member Services and explain that you need an emergency supply. They will work with the pharmacy team to help you get the medication needed.
2. Ask your pharmacy to contact the CVS Pharmacy Help Desk and request assistance to fill the medication.

Sincerely,
DCS CMDP

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