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Mike Faust, Director  
Douglas A. Ducey, Governor



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## **Important Health Plan Information for Kinship and Foster Caregivers**

March 22, 2021



Dear Caregiver,

CMDP is becoming Mercy Care Department of Child Safety Comprehensive Health Plan, or **Mercy Care DCS CHP**, on April 1, 2021. You will be able to get medical, dental and behavioral health services for the child in your care from one health plan, **Mercy Care DCS CHP**. Your child's covered services will remain the same. You can also find out more about **Mercy Care DCS CHP** [here](#) and [here](#).

We are issuing new Member ID cards beginning April 1, 2021. You will receive your new ID card within two weeks after April 1. This new ID card is what you will use to get services from a provider or pharmacy. **You will still be able to get care for your child(ren) during this time without the Member ID card. There will be no interruption in getting or receiving care and services.**

Here is what the new ID cards will look like.

## Front

 <b>mercy care</b> DCS CHP 
<b>Mercy Care DCS CHP – Member Identification Card</b>
Member Name: <MBRLAST>, <MBRFIRST> <MBRMI>
AHCCCS ID#: <AHCCCSID>
RXBIN: 610591
RXPCN: ADV
RXGRP: RX8805
Health Plan Name: Mercy Care DCS CHP
602-212-4983 or 1-833-711-0776

## Back

<p>Carry this card with you at all times. Present it when you get service. You may be asked for a picture ID. Using the card inappropriately is a violation of law. This card is not a guarantee for services. To verify benefits visit <a href="http://www.MercyCareAZ.org">www.MercyCareAZ.org</a>.</p> <p>Cargue esta tarjeta con usted todo el tiempo. Presentela cuando reciba servicios. Puedes ser que la pidan una identificación con foto. Usar la tarjeta inapropiadamente es una violación de la ley. Esta tarjeta no es una garantía los servicios. Para verificar los beneficios visite <a href="http://www.MercyCareAZ.org">www.MercyCareAZ.org</a>.</p> <p><b>Member Services:</b> 602-212-4983   1-833-711-0776   TTY/TDD: 711 24-hour Nurse Line: 602-212-4983   1-833-711-0776</p>
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### If your child needs care before you receive the new ID card, here's what to do:

1. Bring a copy of this email with you to the provider or pharmacy, or show it to them on your mobile phone or other mobile device.
2. Show your CMDP ID card, if you have one. It will have your child's identification number on it. Tell the provider that Mercy Care is the payor and they can confirm eligibility by visiting our website at [www.MercyCareAZ.org](http://www.MercyCareAZ.org) and clicking on the link in the upper right corner that reads "Family Connect."
3. Show the provider or pharmacy your child's Notice of Providers form.
4. Tell the provider or pharmacy the new health plan's name is **Mercy Care DCS CHP** and that Mercy Care is the payor.
5. Tell the provider they can verify your child's information on our secure provider portal, located on our website at [www.MercyCareAZ.org](http://www.MercyCareAZ.org). In the upper right hand corner they should look for the link that says **DCS CHP Family Connect**.
6. If the provider or pharmacy has trouble verifying the child's information, ask them to call Mercy Care DCS CHP Member Services at **602-212-4983** or **1-833-711-0776** (TTY/TDD 711).

### Questions?

#### If you have questions before April 1, 2021:

Call CMDP Member Services (602) 351-2245 or 1-800-201-1795 (TTY/TDD 711).  
Or email [CMDPMemberServices@azdcs.gov](mailto:CMDPMemberServices@azdcs.gov).

#### If you have questions on April 1, 2021 or later:

Call Mercy Care DCS CHP Member Services at **602-212-4983** or **1-833-711-0776** (TTY/TDD 711).

*Safety · Accountability · Change · Family · Engagement · Compassion · Teaming · Advocacy*

### **ABOUT DIRECTOR MIKE FAUST**

Mike Faust is the Director of the Arizona Department of Child Safety.

Mike began his state career in September 2015 at the Arizona Department of Administration's Government Transformation Office. During this assignment he worked closely with the DCS leadership team to build the agency's management system, supported development and implemented the Department's strategic objectives and improvement priorities. Mike found working in child welfare to be extraordinarily rewarding. He officially joined the Child Safety team in December 2016 as Deputy Director where he continued to support strategic planning, projects and management system definition across state agencies.

Before joining the state, Mike spent over 15 years in the aerospace manufacturing industry in various capacities including general management, value stream management, manufacturing engineering and continuous improvement. Mike's hands-on approach and ability to practically apply lean manufacturing concepts to human services delivery has made a lasting impact on Arizona's child welfare system. Key contributions include the elimination of the 16,000 inactive case backlog, safe reduction of Arizona's out-of-home care population by 25 percent, and increased timeliness of service referrals.

### **ABOUT THE DEPARTMENT OF CHILD SAFETY**

The Department of Child Safety is dedicated to the vision that "Children thrive in family environments free from abuse and neglect." As highly motivated and caring public servants, the DCS team is committed to fulfilling this mission with excellence, providing safety and well-being for the most vulnerable population in Arizona - our children. If you suspect child abuse, call [888-SOS-CHILD](tel:888-SOS-CHILD).



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