

# Mercy Health Plans of Missouri

## Building on a Tradition of Innovation and Excellence

"The way we care makes all the difference" isn't just a slogan; it is how Mercy Health Plans does business every day. Being innovative and helping members manage their health care from all aspects are what Mercy Health Plans does best.

Mercy Health Plans (MHP) is a full-service health management company providing a broad range of HMO, PPO and POS benefit plans. Headquartered in Chesterfield, Missouri, it serves the communities of Metropolitan St. Louis, Central and Southwestern Missouri, and Laredo, Texas. In response to its strategic growth, Mercy Health Plans recently began serving the state of Arkansas from its new Little Rock office. "Arkansas offers Mercy Health Plans an opportunity for growth and establishes us as a strong regional health plan," said Michael Murphy, president and CEO of Mercy Health Plans.

"As a health management company, we believe in empowering members by giving them the information they need to make informed health care decisions," says Murphy. "This results in healthier lifestyles and intelligent health care choices that are affordable and accessible."

### Healthier Members, Healthier Bottom Line

Mercy Health Plans is a leader in health benefits management with forward-thinking programs and long-term solutions. It demonstrates its value by delivering innovative solutions with a personal touch.



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MyChoice is a "consumer centered" health management program that rewards members for choosing healthy lifestyles. The program is about accountability and action. MyChoice encourages them to take personal responsibility for their health and lifestyle choices. Web-based health information and health management tools help employees improve their health status and reduce their health risks. Members who commit to a healthy lifestyle enjoy lower premiums and co-payments. The result: MyChoice helps companies reduce health care costs and decrease the incidence of employee illness and injury.

**"We are committed to improving the health of our members through education and support, helping them to become active participants in their health care."**

Deborah Zimmerman, M.D.  
Chief Medical Officer  
Mercy Health Plans

For the average employer, 75 percent of all medical costs are attributable to employees with chronic diseases. ForeSee Health is Mercy Health Plans' disease management company dedicated to identifying and managing employees with chronic illnesses. Key components of the program include world-class predictive modeling tools for identifying at-risk employees, highly individualized care provided by RN care managers and ongoing physician collaboration. Not only does ForeSee Health help improve health and reduce medical spending, but it also enhances employee satisfaction with their employer benefits.

### Advanced Technology and Service Excellence

Mercy Health Plans is preparing to become a "real time" enterprise. Using advanced technology systems, MHP will communicate with health care providers as they deliver their services and process



claims before a member leaves the provider's facility. This capability will benefit employers by lowering administrative costs and improving utilization reporting. The members will see benefits too, experiencing fewer administrative hassles and no follow-up bills.

Service excellence is the highest priority for MHP. Recognizing that each customer has unique needs and challenges, highly trained health care specialists present clients with customized benefit solutions and the highest quality service. As consumers continue to demand health care coverage that provides choice, high value and access, Mercy Health Plans is committed to providing health care the way it should be – with innovation, quality and value.



**"We believe in empowering consumers by giving them the information they need."**

President and CEO  
Michael G. Murphy