

## Mercy Care RBHA Web Portal – FAQs

Q: How often is data refreshed in the Mercy Care RBHA Web Portal?

A: The Mercy Care RBHA Web Portal connects with back-end systems in real-time so data is always current and up-to-date.

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Q: If I have an issue/problem or suggestion related to the Mercy Care RBHA Web Portal, who should I contact?

A: You can use the portal secure internal messaging to communicate your issue/problem or suggestion directly to the health plan. You may also call the health plan Member Services/Provider Relations staff at 1-602-586-1841 or 1-800-564-5465 (TTY: 711)

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Q: I am a health plan member and I see that my address is incorrect in the Member Details section of the portal. Can I correct that information myself?

A: If you are AHCCCS eligible, you must report all changes in your family, including births and deaths. You should also report changes to your home or mailing address, your income, a household member's job. These changes should be reported to your provider and to the agency where you applied for your benefits. Those agencies could be:

- AHCCCS: 602-417-7100 in Maricopa County or 1-800-334-5283 outside of Maricopa County. You can also update your address on the HEAplus website at [www.healthearizonaplus.gov](http://www.healthearizonaplus.gov).
- Arizona Department of Economic Security: 602-542-5065 or 1-800-352-8168
- Social Security Administration: 1-800-772-1213