



## Your Pre-Enrollment Checklist

Before making an enrollment decision, it is important that you fully understand our benefits and rules. If you have any questions, you can call and speak to a customer service representative at 1-866-567-7242 (TTY users call 1-800-627-3529 or 711). Call Center hours are from 8 a.m. to 8 p.m., 7 days a week from October – March, or, Monday through Friday from April – September. The call is free.

### Understanding the Benefits

- Review the full list of benefits found in the *Member Handbook*, especially for those services that you routinely see a doctor. Visit [www.mnscha.org](http://www.mnscha.org) or call 1-866-567-7242 (TTY users call 1-800-627-3529 or 711) to view a copy of the *Member Handbook*.
- Review the *Provider and Pharmacy Directory* (or ask your doctor) to make sure the doctors you see now are in the network. If they are not listed, it means you will likely have to select a new doctor.
- Review the *Provider and Pharmacy Directory* to make sure the pharmacy you use for any prescription medicines is in the network. If the pharmacy is not listed, you will likely have to select a new pharmacy for your prescriptions.

### Understanding Important Rules

- If you pay a Part B premium, you must continue to pay your Medicare Part B premium. This premium is normally taken out of your Social Security check each month.
- Benefits, premiums and/or copayments/co-insurance may change on January 1, 2021.
- Except in emergency or urgent situations, we do not cover services by out-of-network providers (doctors who are not listed in the provider directory).
- This plan is a dual eligible special needs plan (D-SNP). Your ability to enroll will be based on verification that you are entitled to both Medicare and Medical Assistance from a state plan under Medicaid. You will also need to be 65 years of age or older, and live in the plan's service area.

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SeniorCare Complete (HMO SNP) is a health plan that contracts with both Medicare and the Minnesota Medical Assistance (Medicaid) program to provide the benefits of both programs to enrollees. Enrollment in SeniorCare Complete depends on contract renewal.